CMIPS II
REQUEST FOR PROPOSAL
HHSDC 4130-141A
Addendum 4

Section 6
TECHNICAL REQUIREMENTS
STATEMENT OF WORK (SOW)

TABLE OF CONTENTS

LIST OF TABLES

1 INTRODUCTION

This Section 6, TECHNICAL REQUIREMENTS - Statement of Work (SOW), hereinafter referred to as SOW, defines the services required to design, develop, implement, operate, and maintain an automated Case Management, Information, and Payrolling System (CMIPS II) that supports   Personal Care Services Program/In-Home Supportive Services (IHSS) Plus Waiver/IHSS Residual Program (PCSP/IPW/IHSS-R) and Waiver Personal Care Services (WPCS). The services are categorized by:

- Project Management

- Technical Processes

- Supporting Processes

Project management includes the activities to plan and control the Project scope, schedule, staffing, and budget. The technical processes include the activities to develop, test, implement, operate, and maintain CMIPS II and to assist the PCSP/IPW/IHSS-R Program. The supporting processes include communication, document management, quality management, subcontractor management, process improvement, facilities, and equipment.

2 BACKGROUND

2.1 References

All documents referenced in this Section can be found in Appendix B, List of Bidder Reference Materials and Internet Links. Appendix B contains a full listing of all reference documents found in the Bidder's Library in Sacramento. Appendix B also contains hyperlinks to documents available through the Internet.

All documents, laws, regulations, and codes referenced in requirements are, to the best of the CMIPS Project Office's knowledge, the latest that are applicable.

2.2 Project Organization

The project organization includes the Contractor, California Department of Social Services (CDSS), Department of Health Services (DHS), the CMIPS Project Office, the State Data Center, Health and Human Services Data Center (HHSDC) HHSDC Network Services, System Users, PCSP/IPW/IHSS-R Consumers, Control Agencies, Advisory Groups, and Interface Agencies. The following paragraphs provide a broad overview of the roles of these organizations.

2.2.1 Contractor

The Contractor is responsible for designing, developing, implementing, operating, and maintaining CMIPS II and supporting the PCSP/IPW/IHSS-R Program. The Contractor closely coordinates with the State Data Center and HHSDC Network Services who provide the CMIPS II infrastructure. The Contractor interacts with the Federal, State, and County offices who administer the PCSP/IPW/IHSS-R Program, control agencies who provide oversight, advisory/advocate groups who represent special interests, and agencies that interface with the system.

2.2.2 California Department of Social Services (CDSS) Adult Programs Branch (APB)

The CDSS APB is the Program Sponsor and is responsible for the success of the PCSP/IPW/IHSS-R Program and its supporting systems, the Legacy CMIPS System and CMIPS II. CDSS APB is responsible for the policies, rules, regulations, and requirements as they apply to the PCSP/IPW/IHSS-R Program. CDSS provides funding and oversight for the CMIPS II Procurement Project. CDSS APB provides PCSP/IPW/IHSS-R subject matter expertise for defining business requirements and participating in user acceptance testing. CDSS APB also reviews and has approval authority for the proposed CMIPS II system and any changes.

The CDSS APB Procurement Unit is responsible for liaison activities between CMIPS Project Staff and CDSS PCSP/IPW/IHSS-R Program staff.

2.2.3 State Data Center

The State Data Center establishes and, in coordination with the Contractor, maintains the infrastructure for CMIPS II while the Contractor is responsible for operating and maintaining the CMIPS II application and associated toolsets. The State Data Center infrastructure includes production and compatibility testing systems.

The specific requirements for State Data Center Services can be found in Artifact 15A - State Data Center Statement of Work and Artifact 16 - State Data Center Deliverable List. The major State Data Center responsibilities include:

1. Support project planning
   a. Prepare State Data Center Plans, including:
      i) State Data Center Master Plan
      ii) State Data Center Operations Plan
      iii) State Data Center System Test Plan
      iv) State Data Center System Security Plan
      v) State Data Center Subcontractor Management Plan
   b. Support Contractor planning, which includes:
      i) Capacity Management Plan
      ii) Data Distribution Plan
      iii) Backup and Recovery Plan
      iv) Disaster Recovery Plan
      v) Customer Service Plan to include Help Desk support
2. Review the Contractor infrastructure design and plans
3. Support the implementation of the State Data Center infrastructure design
4. Support the Contractor in statewide implementation
5. Operate and monitor State Data Center infrastructure according to approved plans, including:
   a. Configuring and managing core operating system, database management systems, and data storage systems
   b. Backup and recovery of all system and data files on the system(s)

    c. Maintenance of system security, including all privileged accounts on the system(s)

    d. Maintenance and operation of the system environment, including but not limited to power supplies, temperature control and physical security

    e. Execute the State Data Center responsibilities of the Disaster Recovery Plan

6. Physical Security

7. Change Management

8. Customer Service

The Contractor is responsible for the overall project schedule and system availability, which includes the infrastructure solution implemented and maintained by the State Data Center, and as such works closely with the State Data Center to ensure the schedule and availability meet project requirements. Concise and detailed divisions of responsibilities are to be defined in the Project Master Plan, Capacity Management Plan, and Operations Plan.

2.2.4 Health and Human Services Agency Data Center (HHSDC)

2.2.4.1 CMIPS Project Office

At the request of the Program Sponsor, the HHSDC CMIPS Project Office is responsible for managing the activities in support of the CMIPS II procurement.

The Project Office provides project management and oversight, including status reporting, assessing and mitigating risk, facilitating communications and teamwork among stakeholders, resolving issues, and managing resources. The Project Office oversees activities associated with the CMIPS II system design, development, implementation, maintenance and operation. The Project Office verifies and validates Contractor processes and Deliverables. The Project Office also monitors and reports the development and implementation status of external partners, including County offices, the State Data Center, HHSDC Network Services, and interface agencies.

2.2.4.2 HHSDC Network Services

HHSDC Network Services establishes and, in coordination with the Contractor, maintains the Statewide Wide Area Network (WAN) for CMIPS II while the Contractor is responsible for operating and maintaining the CMIPS II application and associated toolsets.

The specific requirements for HHSDC Network Services can be found in Artifact 15B – Network Services Statement of Work. The major HHSDC Network Services responsibilities include:

1. Support project planning

    a. Prepare HHSDC Network Services Plans, including:

        i)   HHSDC Network Services Master Plan

        ii)   HHSDC Network Services Operations Plan

        iii) HHSDC Network Services System Test Plan

        iv) HHSDC Network Services System Security Plan

    b. Support Contractor planning, which includes:

   i) Capacity Management Plan

   ii) Backup and Recovery Plan

   iii) Disaster Recovery Plan

2. Support the Contractor in statewide implementation

3. Operate and monitor HHSDC WAN according to approved plans, including:

   a. Establishing connectivity to the HHSDC WAN

   b. Monitoring and managing the HHSDC WAN

   c. Supporting access services, including the ability to access the HHSDC WAN from a dial-up connection or over a secure Internet connection

The Contractor is responsible for overall project schedule and system availability, which includes the Statewide Network supported by HHSDC Network Services, and as such works closely with HHSDC Network Services to ensure network availability meets project requirements. Concise and detailed divisions of responsibilities are to be defined in the Project Master Plan, Capacity Management Plan, and Operations Plan.

2.2.5 System Users

The primary users of CMIPS II are PCSP/IPW/IHSS-R staff located in the County Welfare Departments (CWDs), CDSS APB, and the Public Authorities (PAs). In addition, DHS has a small number of staff who use CMIPS II for the administration of the Medi-Cal Personal Care Services Waiver Program. A detailed list of system users and their roles is included in Section 6, TECHNICAL REQUIREMENTS - System Requirements Specification (SyRS), hereinafter referred to as Section 6, SyRS.

2.2.6 Consumers

The PCSP/IPW/IHSS-R Recipients and Providers are the PCSP/IPW/IHSS-R Program consumers. The Recipient receives the services provided through the PCSP/IPW/IHSS-R Program to be able to remain in his/her home. The Provider is responsible for performing the authorized services. The Recipient is the employer of record for the purposes of hiring the Provider and managing his/her daily schedule.

2.2.7 Control Agencies

Control agencies provide project oversight as outlined in the following paragraphs.

2.2.7.1 Department of General Services (DGS)

DGS is responsible for conducting the procurement of the CMIPS Project. DGS, with the HHSDC CMIPS Project Office, develops the RFP and Contract. DGS has final State authority to administer the procurement, resolve procurements issues and approve the RFP and the Contract, including any amendments to these documents.

2.2.7.2 California Health and Human Services Agency (CHHSA)

CHHSA is responsible for California's health and social services programs and reviews contract documents. In addition, the Agency is responsible for the oversight of the management of ongoing information technology projects and procurements within the Agency's jurisdiction to

ensure they are on course, on time, and on budget. The Agency is responsible for initiating information technology projects consistent with both statewide and department strategic plans.

2.2.7.3 Department of Finance (DOF)

DOF has authority to approve the annual funding for the Project and associated planning documents, including Budget Change Proposals (BCPs) and Implementation Advanced Planning Documents (IAPD)/Feasibility Study Reports (FSR). DOF also contains the Office of Technology Review, Oversight and Security (OTROS), which provides project oversight according to the statewide Information Technology Project Oversight Framework.

2.2.7.4 California Legislature and Governor

The California Legislature has sole authority to provide for funding through the annual budget bill or through specific legislation. The Governor has the final authority to approve the budget bill or specific legislation. The Legislature has authority to create legislation that affects the PCSP/IPW/IHSS-R Program and the CMIPS Project.

2.2.7.5 Department of Health Services (DHS)

DHS is the single State agency for the California Medicaid Program. DHS is responsible for reviewing the CMIPS Project budgets and Contracts before they are sent to the Centers for Medicare and Medicaid Services (CMS) for Federal approval.

2.2.7.6 Centers for Medicare and Medicaid Services (CMS)

CMS is a Federal agency responsible for Title XIX Program administration and funding. CMS reviews and has authority to approve Federal Financial Participation (FFP) for the portion of the Project costs and system specifications that are under the purview of CMS. As such, CMS reviews and has authority to approve various documents, including but not limited to, the Project budget and Contract.

2.2.8 Advisory and Advocate Groups

2.2.8.1 California Welfare Directors Association (CWDA)

CWDA represents County Welfare Directors and their designees. CWDA monitors the CMIPS Project and reviews the CMIPS II business requirements through two committees: CWDA Information Technology (IT) Committee and the Long Term Care Operations Committee. CWDA represents County government before the California Legislature, administrative agencies and the Federal government.

2.2.8.2 California Association of Public Authorities (CAPA)

CAPA represents the County Public Authorities for the PCSP/IPW/IHSS-R Program. CAPA monitors the CMIPS Project and reviews the CMIPS II business requirements as needed.

2.2.8.3 California State Association of Counties (CSAC)

CSAC represents County government before the California Legislature, administrative agencies and the Federal government. CSAC monitors the CMIPS Project and resolves issues that concern their organization.

2.2.8.4 IHSS Advisory Committees

Welfare & Institutions Code Section 12301.3 (AB 1682, Chapter 90, Statutes of 1999) requires each County to appoint a committee of IHSS Program Recipients, Individual Providers, and advocates. Counties and county organizations engaged in the delivery or management of the PCSP/IPW/IHSS-R Program are required to solicit the advice of IHSS advisory committees in their deliberations. These committees may assist in resolving program issues.

2.2.8.5 Labor Organizations

There are labor organizations representing State and County employees, and Individual Providers. Service Employees International Union (SEIU) and United Domestic Workers of America (UDWA) represent home care workers. The California State Employees Association (CSEA) represents the interests of civil service employees working for the State of California. The American Federation of State, County, and Municipal Employees (AFSCME) represents the interests of the public service and health care workers.

2.2.9 Interface Agencies

CMIPS II shares data with other agencies. Each agency has authority to set interface standards for their systems. These agencies report any changes in interface requirements to the Project Office. Section 6, SyRS, Paragraph 18, Interfaces has an overview of interface requirements and Exhibit SyRS 6-1 – Exhibits has a detailed list of interface agencies.

2.3 Project Constraints

Requirement(s)

1. System documentation for the Legacy CMIPS System is limited. Some system documentation is only available through the AllFusion tool. The Contractor may have to analyze the Legacy CMIPS System code to fully define the business rules that shall be automated in CMIPS II. If the Contractor elects to use the AllFusion tool the Contractor shall provide its own expertise and/or training regarding its use.

2. The Contractor is required in the design, development, implementation, operation, and maintenance of CMIPS II, to comply with and ensure that the CMIPS II system complies with all applicable laws. The CMIPS Project Office provides expertise as to the legal as well as program and operational requirements of the PCSP/IPW/IHSS-R Program. The Contractor shall provide expertise regarding all other legal requirements. The legal citations and references provided in this document are believed to be accurate. However, no representation is made that the legal information provided is in fact complete and accurate, and the Contractor shall independently determine, validate, and implement all legal requirements necessary for the lawful operation of CMIPS II.

3. The Contractor shall have processes and Deliverables that meet the requirements of the IEEE standards defined in this SOW. The Contractor shall tailor the plans and Deliverables according to the IEEE tailoring guides. In the interest of cost reduction and quality improvement, the Contractor shall identify relevant and applicable, as well as irrelevant and not applicable, processes and standards for the Project based on their selected life cycle model and technical solution. Any processes and standards that are identified by the Contractor as being irrelevant or not applicable shall have the State Project Manager's written approval. The Contractor may recommend exceptions to this standard. However, no

exceptions can be granted unless specifically approved in writing by the State Project Manager or his/her designee.

4. The IEEE standards are not intended to be in conflict with any organization's policies, standards, or procedures that are already in place. However, the Contractor shall resolve any conflicts between the Contractor's standards and IEEE standards to the State's satisfaction, and cite any overriding conditions and situations as exceptions to the application of the standards and submitted in writing to the State Project Manager for approval.

5. If the Contractor has processes established that meet IEEE standards but use different terminology with approval by the State Project Manager or his/her designee, the Contractor may use its terminology and shall provide the State Project Manager with a cross-reference between its terms/processes and the IEEE terms/processes. A cross-reference of State terminology used in this SOW to IEEE terminology is provided in Exhibit 6 SOW-1, IEEE Tailoring for State Terminology.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3   PROJECT MANAGEMENT

The Contractor is responsible for successfully planning and executing the managerial, technical, and supporting processes of this Contract.

For planning purposes, the project is divided into two major parts: Design, Development, and Implementation (DDI); and Maintenance and Operation (M&O). DDI starts at Contract award and ends with final State acceptance of the production CMIPS II application as measured by the Post Statewide Implementation Review. The M&O phase starts when the last County is successfully implemented. Note that the activities to maintain and operate the CMIPS II application starts when the first County is implemented, and these activities are to be included in both the DDI and M&O phases. In other words, the M&O "activities" are a different concept than the M&O "phase."

For DDI, the Project is to be managed in fixed-price sub-phases with distinct milestones, end products, and approval points for each phase. The DDI phases include project planning/initiation, requirements validation, design, test, and implementation as defined by IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes. The CMIPS Project Office conducts milestone reviews with predefined acceptance criteria to approve the completion of the milestone and the initiation of a new phase as explained in Paragraph 5.3.4.3, Milestone Reviews. The progress of the DDI phase and each sub-phase is tracked using an Earned Value methodology as explained in Paragraph 3.2.1.1, Tracking DDI Activities.

For the Maintenance portion of M&O, the CMIPS Project Office establishes an annual Contract appropriation ceiling for system maintenance and enhancements. The system updates are to be grouped into scheduled Maintenance Releases as explained in Paragraph 4.3.5, Release Management. The Contractor plans each change as a fixed-price effort and tracks changes by Maintenance Release with sub-phases as needed for planning/initiation, requirements validation, design, test, and implementation that meet the same IEEE standards as the initial DDI. The progress of each phase and total maintenance cost are tracked using an Earned Value methodology.

The Operations portion of M&O includes both fixed-price and fixed-rate work. The fixed-price portion is for predictable, level-of-effort work that is general or supportive in nature with periodic Deliverables to include project management, system administration, program support and other supporting processes as explained in Paragraph 3.2.1.3, Tracking Fixed-Price Operations Activities. The fixed-price Operations are planned annually according to the State fiscal calendar and tracked monthly. The fixed-rate portion of the Operations is for services and equipment that are dependent on the volume of use, including Training, WAN Services, State Data Center Services, and Payroll Services as explained in Paragraph 3.2.1.4, Tracking Fixed-Rate Operations Activities. Fixed-Rate work is to be planned annually according to the State fiscal calendar and tracked monthly.

3.1 Project Planning

Project planning is accomplished throughout the project life cycle. Plans are created in an iterative process where they start out at a high level, and then as the Project evolves and the nature of the work to be done is better understood, the plans become more detailed. Thus, each plan is a living document and is updated as needed.

Requirement(s)

1. Every plan shall have a schedule, which allows for subsequent updates and contains a change history.
2. Every plan shall be updated to reflect current project and system requirements.
3. Each plan shall be placed under configuration management, starting with its initial release

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.1.1 Project Master Plan (PMP)

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Project Master Plan (PMP). The Project Master Plan shall meet the requirements of IEEE 1058-1998, Standard for Software Project Management Plans; IEEE 12207-1996, Paragraph 7.1, Management Process; IEEE 12207-1996, Paragraph 5.2, Plan - Generic Content guidelines and Project Management Body of Knowledge (PMBOK), Third Edition, Chapter 4.3, Develop Project Management Plan. The PMP shall have the content and format described in IEEE 1058-1998 but tailored to include System Design, Development, Implementation, Maintenance, and Operations and PCSP/IPW/IHSS-R Program Support in the Technical Processes as described in this SOW.
2. The Contractor shall supplement the Project Master Plan with the following detailed plans:
    a. Master Work Plan (Paragraph 3.1.2)
    b. Project Staffing Plan (Paragraph 3.2.2.1)
    c. System Development Plan (Paragraph 4.1.1)
    d. Test and Evaluation Master Plan (Paragraph 4.2.1) further supplemented by:
        i) System Test Plan (Paragraph 4.2.1)
        ii) Pilot Operation Plan (Paragraph 4.5.6)
    e. Statewide Implementation Plan (Paragraph 4.5.2) further supplemented by:

    i)   Data Cleanup Plan (Paragraph 4.5.4.1)

    ii)   Data Conversion Plan (Paragraph 4.5.4.2)

    iii)   Business Change Management Plan (Paragraph 4.5.3.1)

    iv)   Training Plan (Paragraph 4.5.4.4.1)

f. Project Maintenance Plan (Paragraph 4.3.2) further supplemented by:

    i)   Release Management Plan (Paragraph 4.3.5.1)

g. Operations Plan (Paragraph 4.4.1) further supplemented by:

    i)   Business Services Migration Plan (Paragraph 4.5.9)

    ii)   Capacity Management Plan (Paragraph 4.4.3)

    iii)   System Security Plan (Paragraph 4.4.5)

    iv)   Backup and Recovery Plan (Paragraph 4.4.6)

    v)   Disaster Recovery Plan (Paragraph 4.4.8)

h. Project Communication Plan (Paragraph 5.1)

i. Change Management Plan (Paragraph 3.2.5)

j. Configuration Management Plan (Paragraph 3.2.6)

k. Risk Management Plan (Paragraph 3.2.7)

l. Quality Assurance Plan (Paragraph 5.3.1) to be further supplemented by:

    i)   Verification and Validation Plan (Paragraph 5.3.2)

    ii)   Process Assurance Plan (Paragraph 5.3.3)

m. Metrics Plan (Paragraph 3.2.8)

n. Document Management Plan (Paragraph 5.2)

o. Subcontractor Management Plan, if applicable (Paragraph 5.4)

p. Issue Management Plan (Paragraph 3.2.4)

q. Corrective Action Plan, as needed (Paragraph 3.2.9)

r. Process Improvement Plan (Paragraph 5.5)

s. Project Closeout Plan (Paragraph 3.4)

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.1.2 Master Work Plan

The Master Work Plan and Work Breakdown Structure (WBS) are developed and maintained using the Rolling Wave concept as defined in the Project Management Body of Knowledge, Section 3.2. A Master Work Plan is established for the entire project through a high-level WBS and work activities, and then the plan is refined with more detailed work activities for near term work as the project progresses.

Requirement(s)

1. Project activities shall be planned and managed using a Master Work Plan based on a Work Breakdown Structure (WBS) that breaks the work scope into discrete elements for Earned Value tracking.

2. The extent of the detail (breakout and levels) in the WBS shall be determined by level of control required to meet Contract requirements as determined by the State Project Manager.

3. The Contractor shall develop, deliver, maintain, and execute a Master Work Plan and related work plans that include:

   a. Tasks and subtasks, including dependency tasks to the level the Master Work Plan is managed by the Contractor.

   b. Milestones and milestone reviews

   c. All Contract Deliverables

   d. Resource loading - number, level, and type of staff summarized for each task and subtask to the level it is managed

   e. Estimated effort for each task at the level it is managed

   f. Gantt chart showing planned and actual start and end dates for tasks and percentage complete to the level it is being managed

   g. Identification of critical path activities

   h. Time period for State review and comment for Deliverables and milestones, and subsequent time period for Contractor correction.

   i. A Basis of Estimate for the above items in this list indicating the rationale for schedule, effort, and cost estimates. The Basis of Estimate shall include two estimation approaches, in accordance with the DOF Information Technology Project Oversight Framework, Table 3.1, High Criticality Projects. One of the two estimation methods used shall include functional sizing in accordance with ISO Standard 14143-1, Information technology - Software measurement - Functional size measurement - Definition of concepts.

4. The Master Work Plan shall be based on a WBS as described in IEEE Standard 1058-1998, Paragraph 4.5.2, and PMBOK, Third Edition, Chapter 5.3, Create WBS. The WBS is defined in PMBOK, Third Edition, Paragraph 5.3, Create WBS.

5. The Master Work Plan and WBS shall be a direct representation of the work and product scope defined in this SOW and the System Requirements Specification. The Master Work Plan shall identify activities including expected durations and completion dates that the Contractor expects to be completed by the Contractor, State, County, or Incumbent Contractor staff in order to meet the estimated schedule.

6. The Contractor shall deliver the baselined Master Work Plan after Contract award. Any changes to a baselined Work Plan shall have the State Project Manager's written approval. The baselined Master Work Plan shall be used for project tracking and control as described in Paragraph 3.2.1, Schedule and Budget Management.

7. The Master Work Plan shall be maintained and updated for the life of the Contract by the Contractor. The Contractor shall not change the high-level (minimum of three-tier) Master Work Plan and milestone schedule unless they have the State Project Manager's written approval. The Contractor shall submit a written request to the State Project Manager to change the high-level work plan and milestone schedule, including a description of the change, with supporting documentation for the justification and impact analysis as defined in Paragraph 3.2.5, Change Management.

8. The Contractor shall develop, deliver, maintain, and execute Work Plan Updates (WPU), detailing the tasks for each phase, which shall be delivered prior to each phase in the life cycle and include, but not be limited to, the following:

    a. Project Initiation WPU (Paragraph 3.3)

    b. Project Closeout WPU (Paragraph 3.4)

    c. During the DDI phase, supplemental work plans shall include:

    i)   System Requirement Validation WPU (Paragraph 4.1.1, System Development Planning)

    ii) General System Design WPU (Paragraph 4.1.1)

    iii) Detailed System Design WPU (Paragraph 4.1.1)

    iv) Coding and Documentation WPU (Paragraph 4.1.1)

    v)   System Test WPU (Paragraph 4.2.1, Test Planning and Deliverables)

    vi) Statewide Implementation WPU (Paragraph 4.5.2, Statewide Implementation Planning)

    vii) Quality Assurance WPU (Paragraph 5.3.1, Product Assurance)

    d. During the M&O phase, supplemental work plans shall include a Release Management WPU for each Maintenance Release (Paragraph 4.3.5.1, Release Management Planning).

9. In the Master Work Plan for near-term tasks and subtasks (where near term is defined as the next phase work plan update and any period one hundred twenty (120) days in the future), the total resource unit estimates by skill category shall not exceed one hundred sixty (160) staff hours and the total duration of any single work plan activity should not exceed four (4) weeks.

10. The phase work plan update shall be submitted by the Contractor no later than ~~as part of~~ the milestone review for the previous phase. The Contractor shall have written approval from the State Project Manager prior to starting the work specified in the work plan update.

11. For level-of-effort activities, the Contractor shall refine and update the Master Work Plan and WBS only as needed.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.1.3 Schedule

Requirement(s)

1. The Project Master Plan shall be supplemented with a Milestone Schedule Summary based on the Master Work Plan. The Milestone Schedule Summary shall be baselined after Contract Award. Any changes to the baselined Milestone Schedule Summary shall have the State Project Manager's written approval.

2. After Contract Award, the Contractor shall maintain and update the Milestone Schedule Summary for the Project Master Plan in the Monthly Project Status Report as defined in Paragraph 3.2.8, Project Metrics. The Contractor shall control changes to the schedule according to Paragraph 3.2.5, Change Management.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.1.4 Budget Planning

Requirement(s)

1. As part of the Project Master Plan, the Contractor shall specify methods, tools, techniques and assumptions used to estimate the Contract costs and associated confidence levels.

   a. One of the tools used shall be an automated estimation tool with a demonstrated level of accuracy on a statistically significant number of comparable projects. Evidence of this demonstrated accuracy shall be provided to the State Project Manager.

   b. The Basis of Estimate shall be specified to include two techniques such as analogy, functional sizing, rule of thumb, or local history and the sources of data.

   c. The Contractor shall also specify the methods, tools, assumptions, and techniques that are used to periodically re-estimate the cost needed to complete the project when there is a scope change.

2. As part of the Project Master Plan, the Contractor shall develop and maintain a project cost estimating methodology that includes identification of supporting data for each cost category in accordance with the DOF Information Technology Project Oversight Framework, Table 3.1, High Criticality Projects. One of the two estimation methods used shall include functional sizing in accordance with ISO Standard 14143-1, Information technology - Software measurement - Functional size measurement - Definition of concepts.

3. The Contractor shall submit a System Software Functional Sizing Report containing a functional sizing of the CMIPS II system software that complies with ISO Standard 14143-1. The System Software Functional Sizing Report shall include full documentation of the basis for the resulting functional size in sufficient detail to be independently auditable.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2 Control Processes

The purpose of the control processes is to monitor, control, and report on the project scope, activities, expenditures, resources, issues, and risks to ensure the Contractor meets the Project budget, schedule, and business objectives.

Requirement(s)

1. The Contractor shall provide at least three staff from the CMIPS Project Office and three staff from the CDSS Adult Program Branch access from their desktop computers to automated tools and data utilized for managing the project, including schedule, issues, risks, and change requests.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1 Schedule and Budget Management

For tracking purposes, the project is divided into two major phases: Design, Development, and Implementation (DDI) and Maintenance and Operation (M&O).

Requirement(s)

1. The Contractor shall monitor and control project activities and expenditures to keep the Project within the planned schedule and Contract budget using an Earned Value methodology

as defined by the Project Management Institute (PMI) PMBOK, Third Edition, paragraph 7.3.2 Cost Control, Tools and Techniques. Using Earned Value methods, the Contractor shall:

a. Plan all work scope for the Project to completion

b. Integrate project scope, schedule, and cost objectives into a baseline plan against which accomplishments may be measured

c. Objectively assess accomplishments at the work performance level

d. Analyze significant variances from the plan and forecast impacts

e. Provide actual and projected schedule and budget data for management decision-making and implementation of management actions.

2. The Contractor shall record actual hours expended by WBS line item against specific tasks at least weekly in Project Management software in accordance with the DOF Information Technology Project Oversight Framework specifications for high criticality projects.

3. The Contractor shall record estimated hours to complete by task at least monthly in Project Management software in accordance with the DOF Information Technology Project Oversight Framework specifications for high criticality projects.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1.1 Tracking DDI Activities

Requirement(s)

1. Contractor shall treat each DDI life cycle phase as a subproject with its own Earned Value metrics. The successful completion of each phase is determined at a joint review conducted at the end of each phase as described in Paragraph 5.3.4.3, Milestone Reviews.

a. Project Initiation Phase measured by the Project Initiation Review

b. System Requirements Validation Phase measured by the System Requirements Validation Review

c. General System Design Phase measured by the General System Design Review

d. Detailed System Design Phase measured by the Detailed System Design Review

e. Coding and Documentation Phase measured by the Coding and Documentation Review

f. Integration Test Phase measured by the Integration Test Review

g. Functional Test Phase measured by the Functional Test Review

h. User Acceptance Test Phase measured by the User Acceptance Test Review

i. Pilot Operation Phase measured by the Pilot Operation Review

j. Release Readiness Phase measured by the Release Readiness Review

k. Statewide Implementation Phase measured by the Post Statewide Implementation Review, which includes metrics for:

i)   Training measured by the Post Site Implementation Reviews

ii) Data Cleanup measured by the Data Cleanup Review

iii) Data Conversion measured by the Data Conversion Review

iv) Site Preparation Phase measured by the Site Readiness Report Review

v)   Site Deployment Phase measured by the Post Site Implementation Reviews

vi)   Statewide Operation Phase prior to final acceptance measured by the Post Statewide Implementation Review

2.   Prior to each DDI life cycle phase, the Contractor shall establish a target baseline value (e.g., effort, duration and budget) for each scheduled element of work in a Work Plan Update to the level it shall be managed as described in Paragraph 3.1, Project Planning and subparagraphs. As these elements are worked on and completed, the Contractor shall calculate their "earned" target value based on a percentage derived from comparing hours planned for the task against actual hours expended for the completed task. The Contractor shall take credit only for work 100% completed. As such, work progress is quantified and the Earned Value becomes a metric against which to measure both what was spent to perform the work and what was scheduled to have been accomplished.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1.2 Tracking Maintenance Activities

Activities within the System Maintenance and Enhancement portion of the M&O phase described in Paragraph 4.3, System Maintenance and Enhancements are tracked with Earned Value metrics where each Maintenance Release is considered a "mini DDI phase". The CMIPS Project Office expects to establish an annual budget for the System Maintenance and Enhancement function. If a new requirement results in a system modification that is beyond the base-level Contract appropriation, the State may issue a Contract Amendment to increase the Contract appropriation.

Requirement(s)

1.   The Contractor shall estimate the cost of each change and receive approval of the State Project Manager through a Work Authorization prior to beginning work.

2.   The Contractor shall then track and report to the State Project Manager the actual cost of each enhancement and the cumulative cost of all enhancements for the year and compare to the Contract's annual maintenance appropriation to ensure the annual appropriation is not exceeded.

3.   The State Configuration Control Board (CCB) groups enhancements into Maintenance Releases. The Contractor shall track the Earned Value metrics for each Maintenance Release. For large, complex Maintenance Releases, as described in Paragraph 4.3.5.1, Release Management Planning, the Contractor shall further divide and track the Release in sub-phases for requirements validation, design, code, test, and implementation similar to the initial system development.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1.3 Tracking Fixed-Price Operations Activities

A majority of the activities during the Operations portion of the M&O phase are level-of-effort with a fixed cost per year. For level-of-effort activities, the Earned Value is earned by the passage of time and is equal to the budget scheduled in each time period and, therefore, can be tracked simply by comparing budget to actual cost.

Requirement(s)

1. The Contractor shall track the Fixed-Price activities by comparing budget to actual effort where resource requirements are represented by a time-phased budget scheduled in accordance with the time the support shall likely be needed. Fixed-Price Operations activities shall include:

   a. Project Management (Paragraph 3)
      i)   Project Planning (Paragraph 3.1)
      ii) Control Processes (Paragraph 3.2).

   b. System Operations Administration (Paragraph 4.4)
      i)   System Operation Planning (Paragraph 4.4.1)
      ii)   Capacity Planning and Management (Paragraph 4.4.3)
      iii) Operations Management (Paragraph 4.4.4)
      iv)   System Security (Paragraph 4.4.5)
      v)   Backup and Recovery (Paragraph 4.4.6)
      vi)   Data Archive (Paragraph 4.4.7)
      vii) Disaster Recovery (Paragraph 4.4.8)
      viii) Customer Service/Help Desk (Paragraph 4.4.9)
      ix)   System Administration Reporting and Metrics (Paragraph 4.4.10).

   c. Program Support (Paragraph 4.6) to include:
      i)   Case Management Services (Paragraph 4.6.2)
      ii)   Payroll Processing Services (Paragraph 4.6.3) to include:
            (1) Daily Processing (Paragraph 4.6.3.1)
            (2) Taxes (Paragraph 4.6.3.2)
            (3) W-2 Processing (Paragraph 4.6.3.3)
            (4) Warrant Problem Management (Paragraph 4.6.3.6)
      iii) Program Integrity Services (Paragraph 4.6.4)
      iv)   Funding Source Management (Paragraph 4.6.5)
      v)   Website Management (Paragraph 4.6.6)
      vi)   Forms Support (Paragraph 4.6.7)
      vii) Reporting Support (Paragraph 4.6.8)
      viii) Project Service Requests (Paragraph 4.6.9)
      ix)   CDSS APB Infrastructure Support (Paragraph 4.6.10)
      x)   Legal Impact Analysis Services (Paragraph 4.6.11)
      xi)   Program Support Reporting and Metrics (Paragraph 4.6.12).

   d. Supporting Processes (Paragraph 5)
      i)   Communication (Paragraph 5.1)
      ii)   Document Management (Paragraph 5.2)
      iii) Quality Management (Paragraph 5.3)

iv)   Subcontractor Management (Paragraph 5.4)

v)   Process Improvement (Paragraph 5.5)

vi)   Facilities (Paragraph 5.6)

vii) Hardware and Software (Paragraph 5.7)

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1.4 Tracking Fixed-Rate Operations Activities

Requirement(s)

1. For services and equipment that are dependent on the volume of use, the Contractor shall provide cost estimates per year based on the fixed-rate price from the Contract and an estimated usage provided by the CMIPS Project Office for ongoing annual costs in the following categories:

    a. Training (Paragraph 4.5.4.4) per student per course

    b. Payroll Processing Services (Paragraph 4.6.3) to include but not limited to:

        i)   Withholding Management (Paragraph 4.6.3.4) based on W-4 and DE 4 volume

        ii)   Liens (Paragraph 4.6.3.5) based on lien volume

        iii) Timesheet Processing (Paragraph 4.6.3.7) based on timesheet volume

2. For these Fixed Rate activities, the Earned Value is earned with the use of the service and can be tracked simply by comparing budget to actual effort. The Contractor shall track Fixed-Rate activities by comparing budget to actual effort as above where resource requirements are represented by a usage-based budget. The State, with the Contactor's assistance, shall evaluate and update usage estimates as required.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.1.5 Schedule and Budget Metrics

Requirement(s)

1. As part of the Monthly Project Status Report, the Contractor shall report the following project metrics:

    a. The Contractor shall calculate and report the Schedule Variance for each DDI life cycle phase defined in Paragraph 3.2.1.1, Tracking DDI Activities and for the total DDI phase at least monthly by comparing the Contract budget to the Earned Value to determine and quantify the schedule performance (Earned Value minus Estimated Budget) for the DDI phase.

    b. The Contractor shall calculate and report the Schedule Performance Index (SPI), the ratio of Earned Valued (EV) and Planned Value (PV), for the total DDI phase and each active DDI life cycle phase defined in Paragraph 3.2.1.1, Tracking DDI Activities, at least once a month. An SPI between 0.9 and 1.2 shall require no action. An SPI between 0.8 to 0.89 or 1.21 to 1.3 shall require an explanation of reason and corrective action in the Monthly Project Status Report. An SPI above 1.3 or below 0.8 shall require a Corrective Action Plan, as defined in Paragraph 3.2.9, Corrective Action Plan (CAP). If the SPI falls below 0.6, the Contractor shall brief HHSDC and CDSS Executive Management and the Project may be a candidate for cancellation.

c. During the DDI phase, the Contractor shall calculate and report Cost Variance for the total DDI phase and for each DDI life cycle phase defined in Paragraph 3.2.1.1, Tracking DDI Activities, by comparing the actual cost and the Earned Value for the same work scope (Earned Value minus Actual Cost). The cost variance is a measure of cost performance as it compares the actual cost incurred to the value of work accomplished while eliminating the effects of schedule status variations that are inherently present in simple comparisons of actual cost to budget.

d. During the DDI phase, the Contractor shall perform a Critical Path Analysis for each DDI life cycle phase for long-range projections as part of the milestone review for the previous phase. Once a phase is started, the critical path for that phase shall be recalculated at least monthly.

2. For the overall DDI phase and each DDI life cycle phase, the Contractor shall determine the current estimated total cost for Project-authorized work using the Earned Value Methodology calculation Estimate at Completion (EAC), which equals actual cost to a point in time plus Estimate To Complete (ETC), which is the expected additional cost needed to complete the phase.

a. EAC shall be calculated for the entire DDI phase and currently active DDI life cycle phases and be reported at least monthly to the State Project Manager.

b. The Contractor shall compare this information with the performance measurement baseline approved by the CMIPS Project Office to identify projected cost and schedule variances at completion that would adversely impact the Project and any applicable stakeholder.

3. The Contractor shall calculate and report the Schedule Variance, SPI, Cost Variance, and EAC at least monthly for each Maintenance Release.

4. The Contractor shall deliver supporting effort data, if requested by the State Project Manager, within two (2) business days of the request.

> Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2 Staffing Management

The Contractor is responsible for maintaining an appropriate staffing mix and staffing levels for the duration of the Contract to meet the requirements of this Contract.

3.2.2.1 Project Staffing Plan

Requirement(s)

1. Based on the WBS and Master Work Plan, the Contractor shall develop, deliver, maintain, and execute a Project Staffing Plan, in accordance with PMBOK, Third Edition, Chapter 9.1.3, Human Resource Planning Outputs, and submit it to the State Project Manager.

2. The Project Staffing Plan shall identify the Contractor's staff resources necessary to meet the needs of the Project, including total number of Full-Time Equivalent (FTE) staff in the various positions proposed as well as expected roles, responsibilities, tasking, start dates and end dates for each position. A matrix of major work activities and supporting processes versus organizational units may be used to depict Project roles and responsibilities. The plan shall also include any assumptions used for effort and staff estimating.

3. The Project Staffing Plan shall also describe how staff shall be organized and managed in accordance with PMBOK, Third Edition, 9.1.3, Paragraph 3, Staffing Management Plan. This section shall include an organization chart that shows all Contractor staff positions, task assignments, and the proposed lines of authority and communication within the Contractor's team. In addressing this area, the Contractor shall identify the corporate officer(s) to be contacted in the event that major problems arise during the performance of the Contract. It shall also describe how the Contractor's team shall interact with State personnel.

4. The Project Staffing Plan shall include estimates for the effort required for County subject matter experts (SME) to support the requirements definition, joint design sessions, planning data cleanup, planning data conversion, planning site preparation, testing, and implementation planning for DDI and M&O phases. The Contractor shall identify the subject matter expertise required and estimate the effort in hours for each of these tasks. The State and County SME participation in these tasks shall not exceed 16,000 person hours per annum during DDI and 2,000 person hours per annum during M&O. The Contractor shall also provide a grand total for estimated hours for the Contractor and State staff for the DDI and M&O phases.

5. The Contractor shall include estimates for any CMIPS Project Office resources. For Planning purposes, the State Project Office has twenty-one (21) Full-Time Equivalents (FTE) that are available for fifteen (15) percent of their time for subject matter expertise, issue resolution, and coordination of State and County activities required to support the Contract during the DDI phase.

6. The Project Staffing Plan shall include estimates for the State, County, Incumbent Contractor staff or other resources required to support the Contract activities, including estimated hours by staff category.

7. The Contractor shall maintain and update the Project Staffing Plan for the duration of the Contract.

8. This Project Staffing Plan shall be consistent with the Master Work Plan (Paragraph 3.1.2).

9. The Contractor shall report the metrics for proposed versus actual staffing levels and staff turnover to the State Project Manager monthly. The Contractor shall report any staffing changes and shortages in the Monthly Project Status Report.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.2 Staff Changes

Requirement(s)

1. The Contractor shall not reassign Project Team members while they are in the employment of the Contractor if such reassignment conflicts with the work the individual is to perform on the CMIPS Project, as determined by the State Project Manager. The State recognizes that resignation or other events may cause a Project Team member to no longer be available to the Contractor. If this occurs, Contractor shall notify in writing the State Project Manager or his/her designee of the resignation within five (5) business days. The State Project Manager reserves the right to approve all staff, including replacement staff, assigned by the Contractor to the Project.

2. The State Project Manager reserves the right to disapprove the continuing assignment of any Contractor or Subcontractor personnel provided to the State under this Contract. The State

Project Manager provides written notice to the Contractor Project Manager at least twenty (20) business days before personnel are to be replaced. The Contractor or Subcontractor shall present to the CMIPS Project Office at least one qualified resume of replacement personnel for potential CMIPS Project Office approval within a reasonable period of time as determined by the State Project Manager (not to exceed fifteen [15] business days).

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3 Key Staff

Requirement(s)

1. All Key Staff replacements or additions shall require prior approval from the State Project Manager.

2. All Key Staff replacement personnel during the life of the Contract shall meet or exceed the skill levels of their predecessors.

3. Each project staff position listed below is considered Key Staff and includes a description of the responsibilities, duties, and minimum experience required of that position. All Key Staff shall have good written and verbal communication skills as determined through an interview and evaluation of a writing sample conducted by a panel appointed by the State Project Manager. For each position, the Key Staff shall have, as a minimum requirement, experience in the general areas of responsibility listed for that position.

4. The Contractor shall submit resumes for all Key Staff. All resumes shall be in a consistent format. If not currently employed by the Contractor, copies of letters offering and accepting employment shall be included with the response. The Contractor may designate this information as confidential.

5. The resume shall also include client references for all of the proposed Contractor Key Staff for all projects for at least the past three (3) years. The Key Staff experience may be validated by the CMIPS Project Office through reference checks. The Key Staff specified in the Contractor's Final Proposal shall be the same Key Staff who shall carry out the work of the Contract unless otherwise approved by the State Project Manager as described above.

6. The Contractor shall obtain prior approval from the State Project Manager for any Key Staff member that plans to be unavailable to the project for more than one business day (e.g., vacation, training etc.).

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.1 Contractor Project Director

The Contractor Project Director is responsible for ensuring that the Project receives corporate support, commitment, and oversight to meet all its contractual requirements. The Contractor Project Director has signature authority to commit the Contractor to all contractual agreements with the State for this project. The Contractor Project Director provides direction to the Project effort, ensures that all Contractor supplied staff needs and other resources for the Project are met as required, and maintains accountability for Contractor supplied staff performance. The Contractor Project Director is responsible for managing contractual relationships, administering agreements, administering and ensuring resource availability, managing communications for reporting, Issue Management with Contractor executive staff, and managing fiscal reporting.

Requirement(s)

1. The Contractor Project Director shall have at least the Minimum Qualifications defined in Table 1.

Table 1. Contractor Project Director Qualifications

EXPERIENCE	MINIMUM	DESIRED
Project Management experience defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge (PMBOK), Third Edition	5 Years	N/A
Project Management experience, defined as performing all of the tasks defined in Appendix F of Project Management Body of Knowledge (PMBOK), Third Edition, of large (at least $30 million contract value) system integration project(s)	2 Years	N/A

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.2 Contractor Project Manager

The Contractor Project Manager is responsible for the day-to-day management of the Project including overall performance and Contract compliance. The Contractor Project Manager reports directly to the Contractor Project Director and is responsible for managing and coordinating the Contractor resources assigned to the Project, and ensuring that all tasks in the Master Work Plan are executed in keeping with the schedules and requirements. The Contractor Project Manager responsibilities include the following:

- Providing day-to-day management and direction of Contractor resources assigned to the Project

- Managing the Project to the current work plans and coordinating the availability of scheduled resources to the Project

- Managing all Project resources and ensuring that appropriate resources are available throughout the life of the Contract

- Establishing and maintaining regular communications with the CMIPS Project Office and Counties

- Providing written status reports as required

- Maintaining issue reporting, tracking, escalation, and resolution procedures

- Conducting ongoing reviews with State and County Project Team members and ensuring issue escalation procedures are followed and issues are resolved

- Practicing change management controls and procedures in coordination with the State

- Preparing budgetary updates

- Monitoring and maintaining the Project's financial budget

- Ensuring the timely development and delivery of quality Project Deliverables

- Monitoring and maintaining the development and implementation schedules

- Analyzing progress and suggesting changes as deemed appropriate

- Overseeing preparation of all documents, correspondence, and meeting agendas

- Developing and implementing a quality assurance process to ensure all objectives are met, milestones are achieved, and stakeholders are satisfied

- Informing the CMIPS Project Office of any issues that might cause Project delays

The Contractor Project Manager identifies any potential problem areas, recommends solutions, and works closely and cooperatively with the State Project Manager to resolve issues quickly and fairly. The Contractor Project Manager also provides the State Project Manager with written status reports and keeps the State Project Manager informed of Project progress versus the work plans. The Contractor Project Manager is responsible for instituting quality control over all Deliverables submitted for review.

Requirement(s)

1. The Contractor Project Manager shall have at least the Minimum Qualifications defined in Table 2 and as many Desired Qualifications as possible.

Table 2. Contractor Project Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Project Management experience, defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge	5 Years	10 Years
Project Management experience, defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge, of large (at least $30 million contract value) system integration project(s)	2 Years	5 Years
Management experience, defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge, managing a team greater than (50) people	3 Years	5 Years
A Masters Degree in a field related to the position	N/A	Yes
Experience managing, defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge, a project that adhered to IEEE 12207-1996 Standards for Software Lifecycle Processes	N/A	2 Years
Experience managing, defined as performing all of the tasks defined in Appendix F of the Project Management Body of Knowledge, a project with Software Engineering Institute Capability Maturity Model (SEI CMMI) Level 3 or higher certification	N/A	1 Year
Project Management Institute Project Management Professional (PMI PMP) Certification	N/A	Yes
Project management experience, defined as performing some or all of the tasks defined in Appendix F of the Project Management Body of Knowledge, in state Social Services programs	N/A	1 Year

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.3 Contractor Project/Contract Administrator

The Contractor Project/Contract Administrator is responsible for developing and maintaining the Contractor's administrative infrastructure. The position monitors and administers the Contract

and prepares, tracks, and submits Deliverables and invoices to the CMIPS Project Office for review, approval, and payment. The position is responsible for developing and maintaining a repository for all project plans, schedules, Deliverables, and project working papers. The Contractor Project/Contract Administrator oversees all Contract amendments.

Requirement(s)

1. The Contractor Project/Contract Administrator shall have at least the Minimum Qualifications defined in Table 3.

Table 3. Contractor Project/Contract Administrator Qualifications

EXPERIENCE	MINIMUM	DESIRED
Contract Administration experience, defined as performing contract bonding, insurance, contract issue resolution, Deliverable submission, invoicing and contract negotiation for large (at least $30 million contract value) system integration projects	2 Years	N/A
Project Administration experience, defined as having performed contract bonding, insurance, contract issue resolution, Deliverable submission, invoicing and contract negotiation tasks for IT system integration projects in compliance with State Administration Manual (SAM) and Federal Acquisition Regulation (FAR) regulations and guidelines	5 Years	N/A

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.4 Contractor Technical Project Manager

The Contractor Technical Project Manager (Contractor Technical PM) is responsible for facilitating the system design, development, and implementation process and ensuring that appropriate technical resources are available to the CMIPS Project team to expedite the discussion and resolution of system design, interface, testing, development, and operations issues. The Contractor Technical PM participates in the system requirements definition and design meetings and the system interface design meetings, and is responsible for the development and finalization of all system and user documents. The Contractor Technical PM also manages the system development and testing activities and is responsible for the preparation of all related status reports and Deliverables.

Requirement(s)

1. The Contractor Technical PM responsibilities shall include the following:
   a. Leading the effort to develop, deliver and maintain the Architecture Design Specification (ADS)
   b. Managing the technical resources necessary to deliver the Architecture Design Specification (Paragraph 4.1.5, Architecture Design Specification) as scheduled
   c. Ensuring on-schedule delivery of the system
   d. Providing technical support through all phases of the project through past experience with the tools employed to develop the system
   e. Managing all design, development and testing activities
   f. Ensuring Technology Reviews are planned, executed, and delivered on schedule

g. Ensuring adherence to the processes and procedures documented in the project plans.

h. Ensuring on-schedule submittal of Deliverables identified in Paragraphs 4.1, System Development, 4.3, System Maintenance and Enhancements, and 4.4, System Operations Administration Deliverables

i. Managing technical resources to ensure all technical issue resolutions are expedited.

2. The Contractor Technical Project Manager shall have at least the Minimum Qualifications defined in Table 4 and as many Desired Qualifications as possible.

Table 4. Contractor Technical Project Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience in the role of Contractor Technical PM as defined above	5 Years	8 Years
Project Management experience, defined as performing tasks defined in Appendix F of the Project Management Body of Knowledge, in the integration, scope, risk, time, and cost management areas, for a large (at least $30 million contract value) system integration project(s)	2 Years	5 Years
Configuration design experience with the hardware proposed by the Contractor	3 Years	8 Years
Implementation and tuning experience with the operating system proposed by the Contractor	3 Years	8 Years
Database design experience with the database management system proposed by the Contractor	3 Years	8 Years
Customization and configuration experience with the COTS Payroll package proposed by the Contractor	3 Years	8 Years
Experience in implementing the hardware, operating system, Payroll COTS and database management system proposed by the Contractor across a Wide Area Network (WAN) to multiple remote locations	3 Years	8 Years
Experience in software design adhering to standards defined in IEEE 12207-1996, Paragraph 5.3 Development Process	3 Years	8 Years
Security experience with the architecture proposed by the Contractor	2 Years	5 Years
Project experience, in the Contractor Technical PM role defined above, for state Social Services programs	N/A	2 Years
Experience, in the Contractor Technical PM role defined above, on a project that adhered to IEEE 12207-1996 standards for System Life Cycle Processes	N/A	2 Years
Experience in the Contractor Technical PM role defined above, with an organization with SEI CMMI Level 3 or higher certification	N/A	2 Years

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.5 Contractor Operations Manager

The Contractor Operations Manager oversees the computer services for the CMIPS II system and manages all associated project staff. The Contractor Operations Manager is responsible for all CMIPS II system operations, including planning, development, certification, conversion, batch processes, transaction processing, settlement, reconciliation, reporting, performance monitoring, and capacity planning/sizing. The Contractor Operations Manager ensures the timely development and delivery of Deliverables associated with operations. The Contractor Operations Manager interacts with State and County Project staff in evaluating and resolving all operational issues.

Requirement(s)

1. The Contractor Operations Manager responsibilities shall include:
   a. Ensuring the Operations Plan as defined in Paragraph 4.4.1, System Operation Planning is developed, delivered and executed on-schedule
   b. Ensuring that the system operates in compliance with the RFP requirements
   c. Ensuring the requirements of Paragraph 4.6, Program Support are met
2. Contractor Operations Manager shall have at least the Minimum Qualifications defined in Table 5.

Table 5. Contractor Operations Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience in Operations Management, as defined by developing and executing a Systems Operation Plan for a large application (at least 1000+ users)	3 Years	N/A
Experience in Operations Management, as defined by managing a production system using the hardware and software proposed by the Contractor	3 Years	N/A
Experience in Operations Planning as defined by monitoring and meeting requirements for performance, capacity, and turnaround times	3 Years	N/A
Experience in the role defined above of managing a team of greater than 12 people	3 Years	N/A

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.6 Contractor Systems Implementation Manager

The Contractor Systems Implementation Manager is responsible for the timely coordination of all implementation related tasks. The Contractor Systems Implementation Manager responsibilities include:

- Define all implementation tasks and critical path items

- Manage and monitor staff activities

- Monitor Project progress

- Identify issues and potential causes for Project delays

- Ensure that appropriate staff and Project resources are available to efficiently support the implementation activities including tracking and ordering systems

- Ensure the timely completion of each task in compliance with the Statewide Implementation Plan

- Ensure the timely development and delivery of implementation Deliverables

Requirement(s)

1. The Contractor Systems Implementation Manager's responsibilities shall include the following:

a. Ensuring on-schedule development, delivery and execution of the Statewide Implementation Plan

b. Ensuring that the Contractor meets the requirements as defined in Paragraph 4.5, Statewide Implementation

c. Ensuring that appropriate staff and Project resources are available to efficiently support the implementation activities

d. Identification of issues and potential causes for Project delays.

2. The Contractor Systems Implementation Manager shall have at least the Minimum Qualifications defined in Table 6 and as many Desired Qualifications as possible.

Table 6. Contractor Systems Implementation Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Systems Implementation Management experience, as defined by the above role	4 Years	6 Years
Systems Implementation Management experience, as defined by the above role, of a system with over 1,000 users	3 Years	5 Years
Systems Implementation Management experience, as defined by the above role, of a system with over 30 geographically dispersed locations	3 Years	5 Years
Systems Implementation Management experience, as defined by the above role, of a team larger than 12 staff	3 Years	5 Years
Systems Implementation Management experience, as defined by the above role, with state Social Services programs	N/A	1 Year
Systems Implementation Management experience, as defined by the above role, with large system statewide implementations for a California government agency	N/A	1 Year

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.7 Contractor Test Manager

The Contractor Test Manager is responsible for the development and execution of a comprehensive Test and Evaluation Master Plan (TEMP) and detailed test plans, scripts and methodologies for each of the testing activities. The Contractor Test Manager is responsible for planning, preparing and executing all testing activities and associated Deliverables for the Contractor.

Requirement(s)

1. The Contractor Test Manager shall be responsible for the following:

a. Leading the effort to develop and execute a Test and Evaluation Master Plan as defined in Paragraph 4.2, System Test and Evaluation.

b. Managing resources necessary for executing the Test and Evaluation Master Plan.

c. Ensuring the formal deficiency reporting process used by the Contractor is rigorously observed.

d. Managing testing resources to ensure all deficiency issue resolutions are expedited.

e. Reporting verification and validation status to the Contractor Project Manager

f. Ensuring on-schedule performance of all test planning, execution, and review activities.

g. Providing technical support through verification and validation phases of the project through past experience with the tools employed to test the system.

2. The Contractor Test Manager shall have at least the Minimum Qualifications defined in Table 7.

Table 7. Contractor Test Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience in the role of Contractor Test Manager as defined above for a project with over 1000 concurrent users	3 Years	5 Years
Experience executing formal, written functional, integration, and system test procedures in compliance with a widely recognized standard, such as IEEE or ISO	5 Years	8 Years
Experience in managing test and validation plans, cases, and procedures in compliance with IEEE Standards 12207.1-1997	2 Years	5 Years
Experience in testing on a project using the same testing tools proposed by the Contractor	2 Years	5 Years
Project experience with state Social Services programs	N/A	1 Year
Experience in managing a test team that was in compliance with IEEE Standards 1012-1998 for system verification and validation	1 year	3 Years

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.8 Contractor Customer Service Manager

The Contractor Customer Service Manager has primary responsibility for managing all customer service related functions for system users. Duties include the following:

•   Defining requirements and implementing customer services

•   Managing the customer service center

•   Training and managing Customer Services Representatives

•   Monitoring customer service issues and performance

•   Recommending issue resolution strategies

•   Escalating performance issues

•   Providing monthly and periodic statistical reports

•   Developing and maintaining appropriate problem escalation and resolution procedures.

Requirement(s)

1. The Contractor Customer Service Manager's responsibilities shall include the following:

a. Ensuring that the requirements of Paragraph 4.4.9, Customer Service/Help Desk are met

b. Implementing customer service in adherence to the best practices defined in Information Technology Infrastructure Library (ITIL) Best Practice for Service Support, Chapter 4, The Service Desk.

2. The Contractor Customer Service Manager shall have at least the Minimum Qualifications defined in Table 8.

Table 8. Contractor Customer Service Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience, as defined in the above role, as Customer Service Manager for a project with over 1000 concurrent users	3 Years	N/A
Experience managing implementation and execution of the Help Desk and/or Issue Tracking tools in use by the Contractor	2 Years	N/A
Experience managing Customer Service Help Desk on a project using the same technologies used by the Contractor	2 Years	N/A

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.9 Contractor Funding Source Management Analyst

The Contractor is responsible for providing general ledger expertise in the initial setup of Funding Source Management as defined in Section 6, SyRS, Paragraph 14.3.1, General Ledger and Paragraph 14.3.2, Funding Source Management.

Requirement(s)

1. The Contractor Funding Source Management Analyst's responsibilities shall include the following:
   a. Ensuring the requirements defined in Paragraph 4.6.5, Funding Source Management are met
   b. Defining the General Ledger structure to be used for CMIPS II
   c. Facilitating definition of the ledger in meetings with CDSS.
2. The Contractor Funding Source Management Analyst shall have at least the Minimum Qualifications defined in Table 9.

Table 9. Contractor Funding Source Management Analyst Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience, as defined in the above role, in setting up and initializing the type of software to be used in Funding Source Management	3 Years	N/A
Experience, as defined in the above role, in operating the type of software to be used in Funding Source Management	2 Years	N/A
Experience, as defined in the above role, in California State government accounting practices	2 Years	N/A

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.10   Contractor Training Manager

The Contractor Training Manager is responsible for managing all training for system users. Duties include the following:

- Interviewing and hiring trainers with participation of County and CMIPS Project Office staff as directed by the State Project Manager

- Developing training materials and syllabus

- Managing updates and changes to training material

- Coordinating training sessions with County and State project staff

Requirement(s)

1. The Contractor Training Manager shall have at least the Minimum Qualifications defined in Table 10 and as many Desired Qualifications as possible.

Table 10. Contractor Training Manager Qualifications

EXPERIENCE	MINIMUM	DESIRED
Experience, as defined by the above role, as Training Manager for a software application with over 1000 concurrent users	2 years	4 years
Experience conducting training on a business application with over 1000 concurrent users	2 years	4 years
Experience in developing and applying quality control procedures to training	2 years	4 years
Experience in training on state Social Services programs	2 years	4 years
Experience, as defined by the above role, managing a Training Team of over 10 trainers	2 years	4 years

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.2.3.11   Contractor Legal Services Support

Requirement(s)

1. The Contractor shall provide all legal expertise necessary to support Contractor services and lawful compliance with the requirements of this RFP. The attorney(s) providing services to the Contractor shall be specialists in their field (e.g., tax law) and certified by the California State Bar Association unless a specialty certification does not exist for that field (e.g., labor and employment law). Contractor attorneys shall be available to communicate directly with the State.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.3 Deliverable Standards and Acceptance Process

Deliverables are specific products the Contractor is required to submit to the CMIPS Project Office for review and potential approval upon completion of a task or subtask under the terms and conditions of the Contract. The list of Deliverables is located in Section 7, DELIVERABLE LIST.

3.2.3.1 Deliverable Planning

Requirement(s)

1. The Contractor shall develop and submit a Deliverable Expectation Document (DED), in conformity with the standards defined in Deliverable Expectation Documents (DEDs) in the Bidder's Library, for each Deliverable to the State Project Manager and gain State Project Manager approval prior to Deliverable preparation. The DED shall specify the content description, proposed format, proposed media(s) and number of copies for each Deliverable.

2. For document Deliverables, the Contractor shall provide a table of contents as part of the DED.

3. For Deliverables that are not documents, e.g., software, the DED shall include the proposed format and the method that shall allow the CMIPS Project Office to review the Deliverable.

4. For reoccurring Deliverables, e.g., status reports, the Contractor shall prepare for potential State approval a DED for only the first of the occurrences and another DED each time a change to the Deliverable format is proposed.

5. Each document Deliverable over ten (10) pages shall include an Executive Summary.

6. For each Deliverable, the Contractor shall deliver a written letter of transmittal to the State Project Manager, which shall include the Deliverable name, SOW reference, due date, actual completion date, and actual transmittal date. Deliverables shall have the following certification: "I certify that this Deliverable has been prepared in accordance with the relevant terms and conditions of the Contract." A Contractor representative who is authorized to sign legal documents for the company shall sign each Deliverable transmittal letter. The Contract shall specify the Contractor representatives who are authorized to sign any legal documents on behalf of the Contractor.

7. The Deliverable shall address all Contractual requirements, the Contractor's response thereto, and any areas identified subsequently through meetings and planning sessions.

8. The Deliverable shall address and be consistent with all components included in the DED as approved by the State Project Manager in preparation for development of the Deliverable. Document Deliverables shall be comprehensive in level of detail and quality consistent with the sample pages included in the DED submitted to the State Project Manager.

9. The Contractor shall ensure that all document Deliverables are managed in accordance with the Document Management Plan.

10. Documents shall be consistent in style and quality. This means that if the document is the composite work of many people within the Contractor's organization, the document shall be edited for style and consistency. The Contractor shall certify in the cover letter that the Contractor utilized the internal Deliverable review process as prescribed in the Quality Assurance Plan, Paragraph 5.3.1, Product Assurance.

11. The Contractor shall provide access to the State Project Manager or designee to all Deliverable work in progress to allow the State to comment on and support Deliverable preparation.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.3.2 Standards for State Acceptance of Deliverables

Requirement(s)

1. The Contractor shall submit Deliverables to the State Project Manager by the due dates defined in Section 7, DELIVERABLE LIST.

2. All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CMIPS Project Office. The Contractor shall use software versions that are compatible with the State's software.

3. The delivery media for Deliverables shall be compatible with storage devices as approved by the State Project Manager.

4. The delivery method for Deliverables shall be subject to approval of the State Project Manager.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.3.3 Approval Process

CMIPS Project Office personnel are responsible for the review of each Deliverable for approval purposes. Each Deliverable requires a State turnaround time to be included in the Master Work Plan. The State endeavors to expedite the review of Deliverables, and for initial planning purposes the Contractor can assume the State's review time would not be more than fifteen (15) business days unless the State Project Manager notifies the Contractor that additional time is needed for its review. The State provides the specific review duration with the DED approval.

Deliverables are considered complete and delivered upon written acknowledgement of Deliverable acceptance by the State Project Manager. Acceptance of a Deliverable by the State indicates only that the State has reviewed the Deliverable and detected no Deficiencies at the time of that review. Acceptance of a Deliverable does not waive any Contract requirements or the Contractor's obligation to meet all Contract requirements and correct any later discovered deficiencies.

Requirement(s)

1. The Contractor shall submit all Deliverables for approval to the State Project Manager.

2. If a Deliverable is disapproved, the Contractor shall correct the Deliverable and re-present it to the State Project Manager within two (2) business days. If the modification needs longer than two (2) business days or at the State's request, the Contractor shall provide a Corrective Action Plan within two (2) business days of receiving the disapproval memo. The State Project Manager shall review the Corrective Action Plan and if he/she approves, the Contractor shall execute the plan and conduct another Deliverable review at the end of that process.

3. When revisions to the Deliverable are required by the State, the Contractor shall receive written notification of said changes, and shall reflect them in the Deliverable within five (5) business days of receiving the changes. The State may, at its discretion, allow a period longer than five (5) business days in consideration of the impact of the revised requirements by providing written notification to the Contractor.

4. The CMIPS Project Office recognizes that the review times required could severely impact any project plan. Therefore the Contractor shall, for the purposes of work planning and scheduling assume that Deliverable reviews shall be held concurrently with other scheduled activities. During the periods of Deliverable review prior to milestone reviews, unless otherwise directed by the State Project Manager, the Contractor may initiate the next phase of the project.

5. The Contractor shall mark any recurring Deliverable that has not been changed since last delivered as "No Update Required." This shall allow the State to further expedite the approval process.

6. The State Project Manager may notify the Contractor Project Manager in writing that the approval process for specific recurring Deliverables has been suspended and that the Contractor shall assume that those specific Deliverables have been approved when received by the State. Resumption of the approval process shall also be provided to the Contractor Project Manager in writing.

     Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.3.4 Deliverable Reporting

Requirement(s)

1. During development of Deliverables, the Contractor shall provide a brief narrative of the Deliverable progress as part of the Monthly Project Status Report.

2. Reports shall at the point in time that they are submitted, accurately reflect the incremental development of Deliverables. The Contractor shall also report the completion of Deliverables and their approval status in the Monthly Project Status Report.

     Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.4 Issue Management

Issues are any matter to consider, solve, or answer that may impact the project, program, processes, or system. As such, issues include but are not limited to the following:

- Project issues may have potential impact on the Project schedule or resources, and may include problems or questions concerning funding, staffing, organization, facilities, and contracts.

- Program issues may impact the PCSP/IPW/IHSS-R Program, and may include questions or changes that could affect PCSP/IPW/IHSS-R policy, staffing, funding, organization, or work load.

- Process issues have potential to impact the execution of any project processes such as development, implementation, testing, operations, and maintenance.

- System issues impact the CMIPS II application and supporting equipment and documentation including, but not limited to, help desk calls, test results, business requirements changes, including those identified through Business Process Improvement and Policy changes, performance requirement changes, and capacity planning requirements changes. Categories of system issues include but are not limited to the following:

    o   Requirements changed

    o   Production Defects

    o   Development Defects

    o   User Assistance

    o   County Infrastructure

    o   State Data Center Infrastructure

    o   HHSDC Network Services Infrastructure

    o   Development Infrastructure

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute an Issue Management Plan that defines the issue identification and resolution process. The Contractor shall manage Project issues in accordance with the Issue Management Plan. The issue management process shall include the following:

    a. Methods and techniques to identify, document, resolve, track and report issues.

    b. Methods to capture issues from the Contractor and stakeholders, including the CMIPS II users, CMIPS Project Office staff, CDSS Adult Program Branch staff, and interface agencies.

    c. Methods to communicate issue progress and resolutions to issue initiators and CMIPS Project Office staff.

    d. The type of staff necessary to identify and assign issues.

    e. Identification of support teams or groups that handle issue analysis and resolution, as well as installation of the resolution.

    f. System resources and tools necessary to carry out documentation and analysis of the issue.

    g. Methods and techniques to detect trends in the issues reported.

2. The Contractor shall track, manage, and report issue status using a Contractor-operated automated tool as defined in Section 6, SyRS, Paragraph 7.1.5, Issue Tracking System. The Contractor shall give the CMIPS Project Office staff located in the same facility access to the issue tracking tool.

3. The Contractor shall identify the severity of issues as a number from one (1) to six (6) as defined in Table 11 subject to the approval of the State Project Manager.

Table 11. Severity Ratings for Issues

SEVERITY	DESCRIPTION OF ISSUE
Priority 1	An issue represents a deficiency that prevents a critical Deliverable or process from achieving its fundamental purpose such that the Deliverable or process is not usable for the purpose of this Contract until the deficiency is corrected, e.g., payroll warrants not being issued.
Priority 2	An issue represents a deficiency that prevents a process from properly executing or an element of a Deliverable from meeting the Acceptance Criteria, which is adding unreasonable risk or work effort to the function, is materially jeopardizing the milestone dates defined in any Project Work Plan, or is jeopardizing system integrity, but that is not materially affecting or otherwise preventing adherence to the primary purpose of this Contract.
Priority 3	An issue represents a deficiency in which a process or Deliverable achieves substantially all of the critical elements for such process or Deliverable, but non-critical elements of the process or Deliverable do not meet the Specifications and Acceptance Criteria but do not add undue risk or work effort to the Project, e.g., failure to maintain current plans and documentation, non-timely delivery of management reports, poor quality of system Deliverables or manual intervention is required to complete tasks defined as automated.
Priority 4	An issue represents a deficiency in which cosmetic or edit errors exist in the process or Deliverable, such that the process or Deliverable achieves all of the elements for Acceptance or substantially conforms to the agreed upon Specifications, but because the errors may be confusing, non-professional, cumbersome, or not user-friendly, the

	acceptability of the process or Deliverable is diminished, e.g., misspellings, misleading headings, minor inaccuracies in documentation, non-conforming screen navigation or minor failures in maintenance of the Project Schedule.
Priority 5	An issue in which it is determined that the process or Deliverable complies with the Specifications and Acceptance Criteria and exhibits the expertise and professionalism required of the Contractor, but the CMIPS Project Office determines that the design, plans, or System Implementation require modification, e.g., a new feature or function is added to the System, the State, at its own volition requests an update to a Project Work Plan milestone, or an additional previously undefined Report is requested.
Priority 6	An issue is a request for information or assistance that does not affect or require any modifications to a process or Deliverable.

4. The Contractor's Issue Management process shall be a closed-loop process as defined in IEEE 12207-1996, Paragraph 6.8, Problem Resolution Process. Issue Management shall be conducted in conjunction with other processes as appropriate.

5. The Contractor shall report status on issues in the Monthly Project Status Report and at weekly project status meetings. The Contractor shall report Issue Management metrics that include:

   a. Number of issues opened, closed, and pending in reporting period by category, priority, and severity

   b. Cumulative number of issues open and closed by category, priority, and severity

   c. Issues by category, priority, and severity overdue by thirty (30) days, sixty (60) days, ninety (90) days, and over ninety (90) days

   d. Number of issues by category, severity, and status

   e. Aging analysis of issues by category and severity.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.5 Change Management

The purpose of Change Management is to ensure the project scope and configured items are formally controlled. The change management process provides the capability to identify, accept, evaluate, determine, and communicate the disposition of issues that result in changes to project scope or configured items. All issues, including those resulting in changes are identified through the Issue Management process in Paragraph 3.2.4, Issue Management.

The State Project Change Management Board (PCMB) is responsible for accepting or rejecting changes to the project scope and configured items. The PCMB ensures changes are investigated for impact on project plans, costs, benefits, quality, and schedule.

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Change Management Plan (CMP) that defines a change management process for issue resolutions that require a change to the project scope or a configured item.

2. The Contractor change management process shall support the CMIPS Project Office's CMP, which includes, but is not limited to, the following:

   a. The Contractor shall identify issues that require a change to the project scope or a configured item. The Contractor shall submit these issues with proposed changes and

supporting documentation for potential State Project Manager approval to implement through the Project Change Management Board (PCMB) in accordance with the CMP. The voting members of the PCMB include the State Project Manager, Project Office System Architect, and CDSS Adult Program Branch Systems Unit Manager. The Contractor Project Manager and Contractor Technical Project Manager or their representatives shall attend the PCMB but do not vote.

b. The Contractor shall update the issue resolution documentation to reflect PCMB decisions.

c. If the issue requiring a change to the project scope or a configured item is approved for implementation by the PCMB, the Contractor shall conduct additional analysis and document the results in a Service Request. If the change affects the System, the Contractor shall prepare a System Service Request as described in Paragraph 4.3.3, Modification Management. For all other changes, the Contractor shall prepare a Project Service Request as described in Paragraph 4.6.9, Project Service Requests.

d. If a Service Request is approved by the PCMB, the Contractor shall use the appropriate sub-processes to implement changes depending on the type of change.

    i) Changes to Configured Items. The Contractor shall control changes to Configured Items according to the Configuration Management Plan defined in Paragraph 3.2.6, Configuration Management.

        (1) Documentation changes. The Contractor shall implement documentation changes according to the Document Management Plan defined in Paragraph 5.2, Documentation Management.

        (2) CMIPS II System Changes. The Contractor shall implement changes to the CMIPS II system according to Paragraph 4.3, System Maintenance and Enhancements and subparagraphs. System changes include the CMIPS II application and also the supporting software and hardware required to develop, operate, or maintain CMIPS II. Supporting software can include Commercial Off-the-Shelf (COTS) software and, in that case, the Contractor shall be responsible for controlling COTS versions and implementing all COTS upgrades, but not responsible for directly modifying the COTS. Supporting hardware includes all equipment and can include equipment owned and maintained by the State; in that case, the Contractor may not directly modify or replace that equipment, but shall be responsible for coordinating with the affected organization(s).

    ii) Contract Scope Changes. If a change is approved by the PCMB that requires a change to the Contract scope, the State and the Contractor shall initiate a Contract amendment in accordance with the Contract, State CMIPS Contract Management Plan, and applicable requirements of DGS, DOF, CMS, or any other applicable provisions.

    iii) The Contractor shall base prices for Service Requests on the reasonable number of staff hours required multiplied by the Change Order Rates listed in the Contract Exhibit 3 4 plus any other reasonable costs to be incurred to effect the change at a fair and reasonable price.

e. The Contractor shall record the finish dates of the final results of changes in the issue resolution documentation.

f. The Contractor shall prepare and deliver PCMB Agendas prior to each meeting and deliver formal PCMB Meeting Minutes for each weekly PCMB meeting.

g. As part of the Monthly Project Status Report, the Contractor shall report the number of proposed changes submitted, the number approved, the number in progress, and the number completed in the reporting period.

Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.6 Configuration Management

Configuration Management is a process of version control and accountability for Configurable Items (CIs), which includes the following:

- Identifying and establishing the baseline for configurable items

- Controlling modifications and releases of the configurable items

- Recording and reporting the status of the items and modification requests

- Ensuring the completeness, consistency, and correctness of the items

- Controlling the storage, handling, and delivery of the items

The State Configuration Control Board (CCB) is responsible for evaluating all the configured item changes approved by the PCMB in the Change Management Process in Paragraph 3.2.5, Change Management and recommends when the change should be incorporated in a CMIPS II application release. In other words, the CCB determines the configuration of the CMIPS II releases and related items. The PCMB approval of the CCB configuration recommendation is required prior to each release development. The CCB ensures the as-build release and associated work products are complete, consistent, and have been properly stored, handled, and delivered.

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Configuration Management Plan for the Project based on the processes and procedures defined in IEEE 828-1998, Standard for Software Configuration Management Plans, IEEE 12207-1996, Standard for Information Technology Life-Cycle Processes, Paragraph 6.2, Configuration Management Process and DOF Information Technology Project Oversight Framework, to describe the methods to be used for configuration identification, control, status accounting, evaluation, and release management.

2. The Configuration Management Plan shall identify and baseline all CIs including the following:
   a. System Specification
   b. Project Master Plan
   c. Software Requirements Specification
   d. User Documentation
   e. General Design Specification
   f. Detailed Design Specification
   g. CMIPS II Source Code
   h. Test Specifications

    i.   Operation and Installation Manuals

    j.   CMIPS II application including Executable Programs and Scripts

    k.   Database Descriptions

    l.   Maintenance Documents

    m.   Hardware

    n.   System software including O/S

    o.   COTS standard products, e.g., databases, middleware

    p.   Software releases

    q.   Service Management components and records, e.g., Defects.

3. Beginning after the Project Initiation Review and through the remainder of the Contract, the Contractor shall participate in weekly Configuration Control Board meetings to evaluate and organize changes approved via the Change Management Process in Paragraph 3.2.5, Change Management. The CCB shall organize the CI changes into a release and ensure all related work products are kept synchronized with the updated CI.

4. The Contractor shall ensure that all CMIPS II release versions are approved by the PCMB prior to implementing any system changes.

5. The Contractor shall prepare and deliver CCB Agendas prior to each meeting and deliver formal CCB Meeting Minutes after each meeting.

6. The Contractor shall verify each release contains all changes approved by the CCB and report the results of the verification to the CCB.

7. For each CMIPS II release, the Contractor shall prepare and execute a Functional and Physical Configuration Audit (FPCA) based on IEEE Std 828-1998, Standard for Software Configuration Management Plans, 4.3.4 Configuration Audits and Reviews, to identify and describe the functional changes implemented in the release and the affected system components, deliverables, users, and documentation.

    a.   The FPCA shall verify the affected components were properly placed under configuration management. The Contractor shall deliver the results in the FPCA Report.

    b.   The Contractor shall coordinate with the State Data Center for their support in conducting the physical audit.

8. As part of Quality Assurance for processes in Paragraph 5.3.3, Process Assurance, the State Quality Assurance staff shall conduct audits of the Contractor's configuration management process and CIs to ensure they are complying with the Configuration Management Plan. The Contractor shall provide the State Project Office staff and their designees' access to CIs and configuration management tools and records to conduct the configuration management audit.

9. The Contractor shall summarize configuration management activities in the Monthly Project Status Report.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.7 Risk Management

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a detailed Risk Management Plan. The Contractor's risk management processes shall comply with IEEE 1540-2001,

Standard for Software Life Cycle Processes-Risk Management and PMBOK, Third Edition, Chapter 11, Project Risk Management. The Contractor shall manage Project risk in accordance with the Risk Management Plan.

2. The Contractor shall provide input into the CMIPS Project Office's Risk Management Plan.

3. The Contractor shall use the Software Engineering Institute "Taxonomy Based Questionnaire" or similar risk identification aid in accordance with the DOF Information Technology Project Oversight Framework.

4. The Contractor shall report changes to risks or risk related activities in the Monthly Project Status Report and weekly project status meeting.

   Bidder agrees to the above requirement(s)? YES _____NO _____

3.2.8 Project Metrics

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Metrics Plan in accordance with guidelines provided in Section A.2 of IEEE 1061-1998, Standard for a Software Quality Metrics Methodology. The Metrics Plan shall provide definitions, methods, tools, reporting, and frequency of project metrics. The Contractor shall collect and report metrics according to the Metrics Plan.

2. The Contractor shall submit a Monthly Project Status Report to document the actual project progress against plans to include:

   a. Project Executive Status Summary Table, which includes:

      i)   A single overall indicator of project schedule status, based on Earned Value

      ii) A single overall indicator of project cost status, based on Earned Value

      iii) A single overall indicator of project risk based on a predefined algorithm for combining of the ten project risks with the highest potential impact. The combining algorithm shall be submitted to the State Project Manager for approval.

      iv) A single overall indicator of project quality, based on discovered defects, prioritized by severity, compared to estimated latent defects. Latent defect estimation shall be based on the functional sizing, in compliance with ISO/IEC 20926, of the to-be-delivered CMIPS II system.

   b. Project Schedule summary with planned and actual completion dates for major activities

   c. Graphic of actual versus budgeted costs by month for the DDI phase

   d. Graphic of cumulative cost versus budgeted cost to date by month for the DDI phase

   e. Status of Project deliverables and milestones relevant to the reporting period

   f. Key activities planned and accomplished in the reporting period, including identification of critical path activities

   g. Key activities planned for the next ninety (90) days, including identification of critical path activities

   h. Project metrics relevant to the reporting period.

3. In addition to those listed above, the Contractor shall include the following items, as applicable, in the Monthly Project Status Report:

   a. Updated Milestone Schedule Summary as defined in Paragraph 3.1.3, Schedule

b. Summary of CAP activities as defined in Paragraph 3.2.9, Corrective Action Plan (CAP)

c. Schedule Variance as defined in Paragraph 3.2.1.5, Schedule and Budget Metrics

d. Schedule Performance Index (SPI) as defined in Paragraph 3.2.1.5, Schedule and Budget Metrics

e. Critical Path as defined in Paragraph 3.2.1.5, Schedule and Budget Metrics

f. Cost Variance as defined in Paragraph 3.2.1.5, Schedule and Budget Metrics

g. EAC as defined in Paragraph 3.2.1.5, Schedule and Budget Metrics

h. Staffing shortages as defined in Paragraph 3.2.2.1, Project Staffing Plan

i. Progress of the software development effort and metrics as defined in Paragraph 4.1.8, Development Reporting and Metrics.

j. Status of Test and Evaluation as defined in Paragraph 4.2.7, System Test and Evaluation Reporting and Metrics

k. Work plan updates for each hardware modification as defined in Paragraph 5.7.2, Hardware Maintenance

l. Work plan updates for each major supporting software modification as defined in Paragraph 5.7.3, Software Maintenance

m. Business Change Management status as defined in Paragraph 4.5.3.1, County Business Change Management and Paragraph 4.5.3.2, State Business Change Management

n. Public Outreach activities and results as defined in Paragraph 4.5.4.6, Public Outreach

o. Site preparation status as defined in Paragraph 4.5.4.3, Site Preparation

p. Data cleanup status and metrics as defined in Paragraph 4.5.4.1, Data Cleanup

q. Data conversion status as defined in Paragraph 4.5.4.2, Data Conversion

r. Transition status as defined in Paragraph 4.5.9, Business Services Migration

s. County/site deployment status as defined in Paragraph 4.5.7.2, County Deployment Execution

t. Implementation status as defined in Paragraph 4.5.11, Implementation Reporting and Metrics

u. Program support activities and metrics as defined in Paragraph 4.6.12, Program Support Reporting and Metrics

v. Quality assurance activities as defined in Paragraph 5.3, Quality Management

w. Issues status as defined in Paragraph 3.2.4, Issue Management

x. Change management status as defined in Paragraph 3.2.5, Change Management

y. Configuration management activities as defined in Paragraph 3.2.6, Configuration Management

z. Status on any additional activities as requested by the State Project Manager.

4. In addition to Monthly Project Status Reports, the Contractor shall participate in weekly project status meetings with the CMIPS Project Office to discuss project status. During the weekly project status meetings, the Contractor shall perform the following:

a. Present a summary of the status of active work plans to include, but not limited to:

   i)   Report status on issues as defined in Paragraph 3.2.4, Issue Management

    ii)   Report status of risks as defined in Paragraph 3.2.7, Risk Management

b. Present Lessons Learned and issues for the implementation from the Release Implementation Review within two (2) weeks of implementation completion as defined in Paragraph 4.3.5.3, Quarterly Release Tailoring

c. Report status on any additional activities as requested by the State Project Manager

d. Overview of tasks scheduled to start or be completed in the next reporting period.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.2.9 Corrective Action Plan (CAP)

Requirement(s)

1. The Contractor shall provide and execute a Corrective Action Plan (CAP) for any non-Accepted Deliverable or Service, as specifically required in this SOW, and as reasonably directed by the State Project Manager.

2. The Contractor shall prepare Corrective Action Plans, in accordance with IEEE 12207-1996 Paragraph 7.1.3.3, Management Process Execution and Control. The CAP shall contain the reason for the deviation and corrective action with assigned resources and schedule.

3. The Contractor shall not execute the CAP until having received written approval of the plan from the State Project Manager.

4. The Contractor shall report the progress of CAP activities weekly to the CMIPS State Project Manager. The CAP activities shall be summarized in the Monthly Project Status Report.

5. The Contractor shall notify the State Project Manager in writing when the CAP has been successfully completed and shall deliver any documentation required to review and approve the CAP completion. The CAP shall be considered complete subject to the review and approval of the State Project manager.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

3.3 Project Initiation

The purpose of the Contract Project Initiation is to provide the Contractor time for project ramp-up and to ensure all required plans and processes are in place prior to beginning work on the system. This is the time to establish or clarify roles and responsibilities in the joint processes, and expectations for each phase of development.

Requirement(s)

1. As part of the Project Master Plan (Paragraph 3.1.1), the Contractor shall define processes and resources necessary to ensure orderly startup of the Project, including staffing, process, and infrastructure initiation.

2. The Contractor shall develop and deliver a detailed Project Initiation WPU to supplement the Master Work Plan defined in Paragraph 3.1.2.

3. The Contractor shall initiate the Project according to the Project Master Plan and Project Initiation WPU.

4. The Project Initiation phase shall be concluded upon successful completion of the Project Initiation Review as referenced in Paragraph 5.3.4.3, Milestone Reviews. The criterion for passing the Project Initiation Review is that the Contractor demonstrates successful

completion of the initiation activities and work products identified in the Project Master Plan (Paragraph 3.1.1) and Project Initiation WPU.

> Bidder agrees to the above requirement(s)?   YES _____NO _____

3.4   Project Closeout

The purpose of project closeout is to finalize project activities and transfer project assets and processes to the appropriate organizations.

Requirement(s)

1. As part of the Project Master Plan, the Contractor shall define a plan necessary to ensure orderly closeout of the software project, including a plan for archiving project materials, system migration at Contract termination for cause, for convenience, and at expiration of the Contract term, a plan for post-mortem debriefings of the project, and preparation of a final report to include lessons learned and analysis of project objectives achieved.

2. The Contractor shall deliver a separate detailed Project Closeout Plan and Project Closeout WPU for system migration at Contract termination.

3. The Contractor shall close out the Project according to the Project Closeout Plan and Project Closeout WPU approved by the State Project Manager.

4. The Project Closeout Plan shall provide the following:

   a. Transfer of application operations and maintenance to new vendor or State.

   b. Transfer of all tools and licenses and/or related data needed to maintain the CMIPS II application.

   c. Delivery of current system and supporting documentation, including but not limited to all Deliverables specified in Section 7, DELIVERABLE LIST.

   d. Transfer of supporting project data to the State, including change requests, Help Desk requests, issues, and risks.

   e. Support of the migration to the new vendor through knowledge transfer as approved by the State Project Manager to new vendor or State staff.

   f. Support the State's Post Implementation Evaluation Report (PIER) process in accordance with the DOF Information Technology Project Oversight Framework.

   g. Identification of Lessons Learned in accordance with the DOF Information Technology Project Oversight Framework.

5. The Project Closeout phase shall be concluded upon successful completion of the Project Closeout Review as referenced in Paragraph 5.3.4.3, Milestone Reviews. The criterion for passing the Project Closeout Review is that the Contractor demonstrates that they have successfully completed the activities and work products identified in the Project Closeout Plan.

> Bidder agrees to the above requirement(s)?   YES _____NO _____

4   TECHNICAL PROCESSES

The technical processes include the services required to design, develop, test, implement, operate, and maintain CMIPS II and support the PCSP/IPW/IHSS-R Program.

Requirement(s)

1. The Contractor shall use proven software life cycle and project management processes, such as processes identified in IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes and IEEE 1058-1998, Standard for Software Project Management Plans.

2. The Contractor shall provide the State all necessary (as determined by the State Project Manager) access to the production and test environments, including data and system resources to validate and verify the technical processes and system requirements.

3. In addition to any other applicable State and Federal laws, the solution shall comply with Section 508 of the Rehabilitation Act Amendments of 1998 for accessible web design and compatibility. The website shall adhere to W3C Web Content Accessibility Guidelines 1.0 Conformance Level A and Priority Level 2 checkpoints 10.2 and 12.4 selected by the State Project Manager. The website shall adhere to technical standards for accessible Web design and compatibility, located in the Accessibility Guide and the Style Implementation Guidelines, pursuant to Executive Order D-17-00 issued on September 8, 2000.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1   System Development

Requirement(s)

1. The Contractor shall develop a system to meet the requirements stated in Section 6, SyRS.

2. The Contractor shall identify a life cycle methodology to be used for each development activity during both the DDI and M&O phases that includes:
   a. System Development Planning
   b. System Requirements Validation
   c. General System Design
   d. Detailed System Design
   e. Coding and Documentation
      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.1 System Development Planning

Requirement(s)

1. As part of the Technical Processes for the Project Master Plan (Paragraph 3.1.1), the Contractor shall develop, deliver, maintain, and execute a System Development Plan to specify the development process model; the technical methods, tools, and techniques to be used to develop the various work products; and plans for establishing and maintaining the Contractor's infrastructure for development and testing. The System Development Plan shall follow guidance on system development planning in IEEE 12207-1996 Paragraph 5.3, Development Process and IEEE 12207.1-1997, Standard for Information Technology - Software Life Cycle Processes - Life Cycle Data, Paragraph 6.5, Development Process Plan.

2. In accordance with the DOF Information Technology Project Oversight Framework, the Contractor shall use a formal software size estimation method where custom software development or COTS modifications are a significant component of the cost. The Contractor

shall use two or more estimation approaches (e.g., top-down, bottom-up, parametric) to refine estimates. One of the estimate methods shall comply with ISO 20926 Functional Sizing Software. The CMIPS Project Office shall independently review the estimates.

3. During the DDI phase, the Contractor shall prepare and deliver work plan updates for each phase of system development to supplement the Master Work Plan as described in Paragraph 3.1.2, Master Work Plan, including the following:

   a. System Requirement Validation WPU

   b. General System Design WPU

   c. Detailed System Design WPU

   d. Coding and Documentation WPU

4. During the M&O phase, the Contractor shall prepare and deliver Release Management WPUs for the system development associated with each Maintenance Release to supplement the Master Work Plan as described in Paragraph 3.1.2, Master Work Plan, and Paragraph 4.3.5.1, Release Management Planning.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.2 System Requirements Validation

Requirement(s)

1. The Contractor shall perform system requirements validation according to the Project Master Plan. The Contractor shall ensure the requirements are clear, complete, testable, and representative of the business needs.

2. The System Requirements Validation shall include review of the PCSP/IPW/IHSS-R documentation; review of Federal and State laws, including but not limited to those laws regarding Federal and State tax withholding, regulations, and procedures; review of current system documentation, including design documents and manuals; analysis of existing code; and business process analysis including focus groups and surveys.

3. The System Requirements Validation shall determine the baseline requirements for the system. While the requirements defined in the SyRS shall serve as the base set of requirements to perform the requirements validation phase, modification to the base set of requirements shall be expected and included in the fixed price estimates. The requirements approved by the State Project Manager, as a result of the System Requirements Validation Review, shall be the baselined set of requirements against which change management control shall be applied as described in Paragraph 3.2.5, Change Management.

4. During the DDI phase, the Contractor shall validate and verify all requirements contained in the SyRS and deliver the SyRS Evaluation Report. The SyRS Evaluation Report shall summarize the deficiencies or clarifications in the SyRS. The Contractor shall deliver an electronic copy (in MS Word format with changes tracked) of a revised SyRS with recommended language to remedy deficiencies or provide clarification. The State Project Manager reviews the recommendations and updates the configuration-controlled SyRS accordingly. The Contractor shall also deliver the Software Requirements Specification as defined in IEEE 12207-1996, Paragraph 5.3.4 Software Requirements Analysis.

5. During the M&O phase, the Contractor shall conduct a System Requirements Validation for every application release. If the modifications in the release require a change to the SyRS, the

Contractor shall prepare a SyRS Evaluation Report with recommended language to update the SyRS. In addition the Contractor shall update the Software Requirements Specification.

6. The Contractor shall perform a Technology Review as part of System Requirements validation performed during the initial DDI and for any major modification to the SyRS as defined by the State Project Manager in writing. The Technology Review shall identify technology options consistent with the system that would meet the business requirements and improve program or system efficiency or improve customer service or reduce project cost. The Technology Review shall also include an evaluation of the Commercial Off-the-Shelf (COTS) software versions to ensure system development is performed on the latest stable versions.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.3 Concept of Operations Scenarios

Requirement(s)

1. The Contractor shall develop and deliver a *user-oriented* Concept of Operations for CMIPS II for the CMIPS Project Office to use in evaluating Contractor Proposals and to help communicate the CMIPS II system approach to the CMIPS II users.

2. The Contractor shall develop the Concept of Operations using IEEE 1362 -1998, Standard for Information Technology - Concept of Operations (ConOps) Document as a guideline, tailored as described in this section.

3. The Concept of Operations shall be developed using business terminology used by the PCSP/IPW/IHSS-R Program; examples of the terms can be found throughout this RFP and in Appendix A, Acronyms and Glossary. The Concept of Operations shall refer to system users by the roles identified in Artifact 4 - User Roles, located in the Bidder's Library.

4. The Concept of Operations shall include the following:

   a. Purpose and Scope describing the purpose and scope of the ConOps document in accordance with IEEE 1362-1998, Paragraph 4.1.

   b. Document Overview describing the content and organization of the ConOps in accordance with IEEE 1362-1998, Paragraph 4.1.2.

   c. Referenced Documents listing the document number, title, revision, and date of all documents referenced in the ConOps in accordance with IEEE 1362-1998, Paragraph 4.2.

   d. Brief System Overview of the major system components including an annotated graphical description of the components, including the operating centers or sites and the interconnection among these components in accordance with IEEE 1362-1998, Paragraph 4.1.3. It is **not** necessary to identify the project sponsors, user agencies, development organizations support agencies, certifiers or certifying bodies defined in IEEE 1362-1998, Paragraph 4.1.3.

   e. The Concepts for the Proposed System shall include the following:

      i) Brief functional overview of proposed major capabilities for case management, payroll, provider management, program management, forms generation, and reporting in enough detail to help the reader to understand how these functions generally fit in the overall system and to provide sufficient background information to help the reader in understanding the Concept of Operations scenarios. Describe

the proposed system in a high-level manner, indicating the operational features that are to be provided without specifying design details.

ii) Inputs, outputs, data flows, and manual and automated processes for major capabilities and functions.

iii) An annotated graphical description of interfaces to external systems for major capabilities and functions.

iv) Operational risk factors.

v) Performance characteristics if applicable.

f. The Operations Scenarios shall include **all** of the scenarios described below. Each Operations Scenario shall include a step-by-step description of how the proposed system should operate and interact with its users and external interfaces. Scenarios should be described in a manner that shall allow evaluators to walk through them and gain an understanding of how all the various parts of the proposed system function and interact.

    i) **Case Management**.

        (1) Scenario 1: Describe the process from case referral through IHSS assessed need authorization including Provider assignment and allocation of Share of Cost.

        A representative for an Applicant for IHSS services calls the County Welfare Department (CWD) to apply for services. The representative provides demographic and service needs information for the Applicant. The CWD assigns a Social Worker to the case, schedules an in-home visit, and visits the home of the Applicant. The Social Worker (SW) performs the needs assessment, identifies the household characteristics and identifies others living in the household and receives services mode information from the Recipient indicating they would like an Individual Provider mode. The SW returns to the office and computes hours for required services, requests a Share of Cost (SOC) calculation from the SAWS system (the Recipient shall require a $75.00 Share of Cost), links the Individual Provider to the Recipient, and requests authorization of hours from the supervisor. The Recipient receives notification of the actions.

        (2) Scenario 2: Describe the inter-county transfer process including a thirty (30) day overlap in which both counties (Transferring and Receiving) shall need access to Recipient and Provider information.

        On July 29, County A is notified by a Recipient of their intent to move to County B, effective September 1. County A notifies County B that the Recipient is moving to their County. County A needs to initiate the inter-county transfer process as defined in Section 6, SyRS, Paragraph, 11.2.3, Inter-County Transfers, continue case management services, and continue Provider payroll services. County A also needs to begin the Termination Process as described in Section 6, SyRS, Paragraph 11.2.5, Recipient Terminations. County B needs access to the Recipient and Provider information in order to begin the Case Initiation Process as defined in Section 6, SyRS, Paragraph 11.1, Case Initiation, to have services effective in County B on September 1.

    ii) **Payroll**. Describe the process for the following situations:

(1) <u>Scenario 3</u>: The Provider sporadically turns in timesheets, not in chronological order and with lengthy gaps between submissions.

The non live-in Provider began providing services for the Recipient on September 1. The Provider is potentially working under Fair Labor Standards Act rules ~~in addition to IWC Work Order 15~~. The Provider submits the timesheet for September 1-15 (See example A) on September 16. The timesheet is processed and the Provider receives a payroll warrant for hours worked. The Provider submits a timesheet for October 1-15 (See example B) on October 16. The timesheet is processed and the Provider receives a payroll warrant. On November 10, the Provider turns in the timesheet for September 16-30 (See Example C). How would the system evaluate overtime?

Example A

September Pay Period 1															
Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total
Day	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	
Hours	8	4	8	8	0	8	8	8	0	8	8	0	8	8	10	94

EXAMPLE B

October Pay Period 1															
Date	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	Total
Day	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	
Hours	8	8	0	8	8	8	0	8	8	2	8	8	8	0	8	90

EXAMPLE C

September Pay Period 2															
Date	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
Day	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	
Hours	0	8	8	6	8	8	8	0	8	8	0	8	8	8	10	96

(2) <u>Scenario 4</u>: Recipient requires Advance Pay.

A severely disabled Recipient chooses the advance pay option and is eligible to begin receiving advance pay on September 1. The Recipient has previously identified Provider A as their Individual Provider. The Recipient receives an advance pay warrant for one hundred twenty (120) hours of authorized services. How would the system process Advance Pay as described in Section 6, SyRS, Paragraph 12.2.4.1.2, Advance Pay Reconciliation? Provider A provides one hundred (100) hours of services from September 1 - 30. The Provider and Recipient both sign the timesheet and the ~~County~~ Contractor receives that timesheet on October 5. How is the timesheet reconciled with the original warrant? How are tax deductions addressed?

g. **Provider Management**

<u>Scenario 5</u>: Individual Provider assigned to Recipients in more than one County.

Santa Clara County receives a notification from a Recipient who has hired an Individual Provider. On entry of the IP information, the system recognizes the IP as already known to the system and authorized nineteen (19) hours per week to a

recipient in San Mateo County. How would the system allow Santa Clara County to complete the mode of service assignment process of this Provider to the Recipient in Santa Clara County as described in Section 6, SyRS, Paragraph 11.1.4, Assign Modes of Service?

h. **Program Management**

Scenario 6: Caseload reassignments.

Due to a steady increase in caseload, County A has received approval to hire an additional Social Worker. The Social Worker Supervisor decides to distribute the existing caseload among the two (2) existing and the one (1) new Social Worker by zip code. The County services three zip code areas. This requires re-assignment of over sixty percent (60%) of the caseload. How would CMIPS II accomplish the re-distribution of the caseload?

i. **Forms Generation**

Scenario 7: The Social Worker requests an in-home assessment packet.

In preparation for the in-home visit, Social Workers identify forms that may be necessary for a particular Applicant based on information already received during the referral process. The Social Worker needs the ability to retrieve individual forms as well as pre-determined packets of forms. Describe how the Social Worker requests and receives the forms and how the system accommodates these needs?

j. **Reports**

Scenario 8: Monthly Report. The counties need to review caseload information by Social Worker, by Zip Code, by District Office and in combinations of these sorts.

The counties request the ability to receive the reports in other formats as well as printed. How shall CMIPS II provide a flexible, user-friendly reporting structure to meet these needs? Describe how a Social Worker Supervisor shall request and receive the caseload report.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.4 General System Design (GSD)

The purpose of the General System Design phase is for the Contractor to document the design of the new system based on the requirements. The design incorporates and accounts for all requirements that have been identified.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain a General System Design (GSD), based on IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes, Paragraph 5.3.3, Development Process, System Architecture Design, that describes the top-level architecture of the system. The GSD shall identify both hardware and software components and provide a top-level description of how the system requirements are allocated among the system components.

2. The Contractor shall develop, deliver, and maintain an Interface Design Description (IDD), based on IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes, Paragraph 5.3.6.2, Development Process, Software Detailed Design. For each external interface, the IDD shall identify the system, responsible office, interface method,

data elements, frequency, format, and media. The Contractor shall ensure all data provided through interfaces meet standards established by the interface organization.

3. The Contractor shall develop, deliver, and maintain a Logical Database Design (LDD), based on IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes, Paragraph 5.3.6.3, Development Process, Software Detailed Design to include at minimum a fully described data dictionary, Entity Relationship Diagram(s), and transaction entry point analysis.

4. The Contractor shall include the following in the GSD, IDD and LDD:

   a. A feasible solution to fulfilling their allocated requirements

   b. System Components that are traceable to the system requirements

   c. A consistent, unambiguous design description

   d. Demonstration that the CMIPS II System shall result in efficient and cost effective operations and maintenance.

5. The Contractor shall develop, deliver, and maintain a Requirements Traceability Listing showing the relationship between the GSD and SyRS requirements.

6. The Contractor shall update the GSD, IDD and LDD throughout the development effort to reflect the as-built design.

7. The Contractor shall participate in a General System Design Review (Paragraph 5.3.4.3, Milestone Reviews) to ensure planned activities were successfully completed and evaluate the resultant work products.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.5 Architecture Design Specification (ADS)

Requirements

1. The Contractor shall develop, deliver, and maintain an Architecture Design Specification (ADS), based on IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes. Paragraph 5.3.3, System Architecture Design and Paragraph 5.3.5, Software Architecture Design, tailored to include both system and software, which details both production and development environments. The standard shall be tailored to include both hardware and software components.

2. The ADS shall identify each component as being part of either:

   a. Design and Development Environment

   b. Production Environment

   c. Maintenance Environment

3. The ADS shall include:

   a. Introduction, including the Purpose and Scope of the ADS, Document Overview, and Referenced Documents.

   b. System overview and identification.

   c. Top-level Architecture Design, which includes:

      i) All hardware components of the solution

      ii) All software components of the solution, including developed software

    iii)   Where each component resides in the enterprise, including at least one diagram illustrating the enterprise architecture and components

    iv)   The purpose of each component and how each component shall support the solution to meet the requirements of the State

    v)   The configuration of each component.

    vi)   IT security of each component.

    vii)   Hardware or software vendor system documentation for each component

d.   Top-level database design identifying and briefly describing the major entity types. Provide a diagram showing the relationships between the major entity types.

e.   Concept of Execution providing the architecture design and description of how the system shall support the following functions.

    i)   The Automated Time and Attendance Architecture as defined in Section 6, SyRS, Paragraph 7.11, Automated Timesheet Entry Architecture.

    ii)   The Forms Architecture as defined in Section 6, SyRS, Paragraph 7.8, Forms Architecture.

    iii)   The Reporting Architecture as defined in Section 6, SyRS, Paragraph 7.10, Reporting Architecture.

    iv)   The External Interface Architecture as defined in Section 6, SyRS, Paragraph 7.9, External Interface Architecture and Paragraph 8.1.5, Data Distribution Security.

    v)   Data Distribution Security as defined in Section 6, SyRS, Paragraph 8.1.5, Data Distribution Security.

    vi)   System Performance and monitoring as defined in Section 6, SyRS, Paragraph 9, System Performance. The Bidder shall describe how the ADS will support the System Quality Attributes (SQA) of availability, maintainability, reliability, testability, usability, and scalability.

    vii)   System Administration as defined in Section 6, SyRS, Paragraph 8, System Administration.

f.   Detailed specifications of the workstations and printers required by the solution to support the requirements in Section 6, SyRS, Paragraph 7.2.1, Workstation Configuration, and Paragraph 7.2.4, Printers.

g.   Requirements Allocation Matrix to trace the functional requirements in Section 6, SyRS to one or more system components that will implement the requirement. The level of detail for the functional requirements in the Requirements Allocation Matrix shall be at the SyRS document heading level, not for the individual requirements in the sentences under each heading.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.6 Detailed System Design (DSD)

The purpose of the Detailed System Design Phase is for the Contractor to document the design of the software components based on the requirements. The design incorporates and accounts for all requirements that have been identified.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain a Detailed System Design (DSD) that identifies software components and provides a detailed description of how the system requirements are allocated to those software components. The DSD shall meet the requirements of IEEE 1016-1998, Recommended Practice for Software Design Descriptions; IEEE 1219-1998, Standard for Software Maintenance; IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes, Paragraph 5.3.5, Development Process, Software Architectural Design and IEEE 12207-1996, Standard for Information Technology - Software Life Cycle Processes, Paragraph 5.3.6, Development Process, Software Detailed Design. The software items shall be refined into lower levels containing software units that can be coded, compiled, and tested. The DSD shall allocate all the system and software requirements from the software components to software units.

2. The Contractor shall develop, deliver, and maintain a detailed Database Design Description (DDD). The DDD shall include any modifications to the data dictionary, Entity Relationship Diagram(s), transaction entry point analysis, and physical database design. The Contractor shall ensure that the entire DDD is normalized to third normal form. Any exceptions to this degree of normalization shall require prior approval by the State Project Manager.

3. The Contractor shall ensure the DSD and DDD:

   a. Provide a feasible (as determined by the State Project Manager) solution to fulfilling the requirements

   b. Are traceable to the system and component software requirements

   c. Provide a consistent, unambiguous design description that shall permit coding without the need for further information

   d. Shall result in efficient and cost effective (as determined by the State Project Manager) operations and maintenance.

4. The Contractor shall update and deliver the DSD and DDD for every application release to ensure the design documents describe the entire as-built CMIPS II application.

5. The Contractor shall participate in a Detailed System Design Review (Paragraph 5.3.4.3, Milestone Reviews) to ensure planned activities were successfully completed and evaluate the resulting work products.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.7 Coding and Documentation

The purpose of the Coding and Document Phase is for the Contractor to customize and configure the COTS software and to develop application code or objects for the new system based on the requirements.

Requirement(s)

1. The Contractor shall code and deliver the CMIPS II Application Software that meets the requirements stated in the System Requirements Specification (SyRS) according to the Detailed System Design (DSD), the Database Design Description (DDD), and in accordance to IEEE 1219-1998, Standard for Software Maintenance. The Contractor shall identify and adhere to Software Engineering Standards, as defined in paragraph 2 below, which shall produce software that is consistent, maintainable and testable

2. The Contractor shall define, document, deliver, maintain, and adhere to Software Engineering Standards (SES). The SES shall provide the development team sufficient guidance and control points to support production and maintenance of a cohesive, maintainable, and standard product. The SES shall include, but is not limited to, the following:

   a. Coding standards for:

      i) All development tools in use

      ii) All operating system scripting languages and Database Definition Scripts

      iii) Database access languages, e.g., SQL, stored procedures, triggers, etc

      iv) Error handling standards at all tiers of the system

      v) Database transaction handling standards

      vi) User interface standards

      vii) All configuration and initialization files

      viii) Memory management

      ix) Variable initialization especially for re-entrant code

      x) Techniques for ensuring data integrity in database updates when not holding database locks over terminal input/output

      xi) Documentation of code

      xii) Reusability of code or objects within and across programs

      xiii) Use of table values instead of hard coding values in the application

      xiv) Naming standards for application objects and variables

   b. Standards for the processes governing how code is developed

   c. Requirements checklist for code to pass peer review and ensure adherence to the SES

   d. Standards for database design and development

   e. Standards for use of the Configuration Management tools implemented

   f. Techniques and guidelines to ensure efficient database data access, retrieval, and modification. Efficiency in this case is ensuring that any query minimizes the system resources required including CPU, disk I/O, memory and database lock contention

   g. Standards to ensure that all error messages presented to the user are non-technical and phrased as simply as possible to aid the user in identifying the problem.

3. The Contractor shall develop, deliver, and maintain user documentation, as follows:

   a. The Contractor shall identify the user documentation using the methodology of IEEE 1063-2001, Standard for Software user documentation, to include User's Manuals, System Administration Procedures, and Help Desk Procedures. All user documentation shall have a Flesch Reading Ease score of at least 60 and a Flesch-Kincaid Grade Level of no more than 8.

   b. The User's Manual for the County users shall include system operations instructions for every function of the system, integrated with the related CMIPS/IHSS procedures in the same manner as the CMIPS User's Manual published by CDSS APB in 2003 located in the Bidder's library.

c. For each County site implementation during the DDI phase, the Contractor shall print and distribute one (1) CMIPS User's Manual per site or per 20 users per site if more than 20 users onsite. Information regarding number of sites and users per site is available in Artifact 8, County Desktop and User Information.

d. Manuals and procedures that meet the qualifications identified in Paragraph 4.6.6, Website Management, shall be available online and in printable format. The web-based manuals and procedures shall be printable at the user's request at their site.

e. The Contractor shall release all user documentation and procedures updates to the website and be responsible for keeping the web version up to date with each software release. Online help tools shall be integrated with the CMIPS II application to ensure users have timely access to information necessary to accomplish their CMIPS II activities.

f. To accommodate users that prefer to keep printed user documentation, the Contractor shall notify the users when the documentation is updated and make printable update pages available through the Internet website identified in Paragraph 4.6.6, Website Management; the County is responsible for inserting the updated page(s) into any printed copy of the material they keep.

g. All user documentation shall be prepared using IEEE 1063-2001 as a guideline, tailored as needed for web-based or online documentation.

h. Manuals and procedures (complete, particular section and/or individual pages) shall be printable at the user's initiation at their site. Where practical, online help tools shall be integrated with the CMIPS II application to ensure users have timely access to information necessary to accomplish their CMIPS II activities.

i. All user documentation shall be developed and delivered incrementally. During the initial system development, the Contractor shall deliver at least three versions of the user documentation, one for each milestone of the Detailed Design Review, Coding and Documentation Review, and Release Readiness Review. Each version shall build on the previous version with an increased level of detail that is equal to the level of detail available about the system design at the time of the document's delivery.

j. The Contractor shall update all user documentation for the remainder of the Contract to reflect the as-built system. During the maintenance and operation phase, the Contractor shall deliver updated user documentation for the Release Readiness Review for every application release.

4. The Contractor may use tools to help develop code and/or documentation. The State staff shall need access to the tools, code, and documentation for evaluation and testing purposes. If a Contractor chooses to use tools, the Contractor shall provide licenses and access on at least three (3) workstations for State staff as determined by the State Project Manager.

5. The Contractor shall participate in a Coding and Documentation Review (Paragraph 5.3.4.3, Milestone Reviews) to ensure planned activities were successfully completed and evaluate the resulting work products.

     Bidder agrees to the above requirement(s)?   YES _____NO _____

4.1.8 Development Reporting and Metrics

Requirement(s)

1. As part of the Monthly Project Status Report, the Contractor shall report the progress of the software development effort in accordance with Paragraph 3.2.1.1, Tracking DDI Activities and metrics in accordance with Paragraph 3.2.1.5, Schedule and Budget Metrics.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2 System Test and Evaluation

The system is tested in stages to ensure the number of variables is kept to a minimum in both the application and test environment for each stage of testing. Additional development system(s) may be used as necessary. Testing starts with the evaluation of the simplest element, a unit of software in a test environment, and progress to the most complex, the full system in the production-equivalent environment. With this in mind, the types of testing include the following:

- Software Unit and Component Testing
- Integration Testing
- Functional Testing
- System Performance Testing
- System Stress Testing
- Regression Testing
- User Acceptance Testing

Table 12 gives a high-level description of these test types.

Table 12. Test Types

TEST TYPE	DESCRIPTION	Emphasis of Test
Software Unit and Component	**SCOPE**: Individual Code Units/Groups of Code Units **ENVIRONMENT:** Development **DATA:** Artificial	Every line of code All error paths Code inspection of non-testable paths Small groups of modules that are functionally related Inter-module/intra-function interfaces
Integration	**SCOPE**: Functional Groupings **ENVIRONMENT:** Development/Test **DATA:** Simulated	Major functional areas Inter-function interfaces Basic business cases and workflows Critical external interfaces
Functional	**SCOPE**: Entire System, End-to-End **ENVIRONMENT:** System Test environment **DATA:** Real	Entire System Verify all requirements Verify common error cases External interfaces Verify data conversion results and data load programs User testing of business workflows
System Performance	**SCOPE**: Performance Requirements **ENVIRONMENT:** Performance Testing	Verify performance requirements are met Verify no degradation of performance between

TEST TYPE	DESCRIPTION	Emphasis of Test
	environment **DATA:** Real	releases
System Stress	**SCOPE**: Testing the system under stress **ENVIRONMENT:** Performance Testing environment **DATA:** Simulated	Ensure system can handle anticipated peak loads
Regression	**SCOPE**: Verify other areas of the system have not been adversely affected **ENVIRONMENT:** Regression Testing environment **DATA:** Real	Ensure system performs as expected Verify normal and critical workflows and processing paths Verify user reports
User Acceptance	**SCOPE**: Typical User Scenarios **ENVIRONMENT:** UAT Testing environment **DATA:** Real	Does the system address the users' needs? May do formal regression testing of fixed errors from System testing for users Workflow and business scenarios

Artificial - Data created to follow a code path or test specific test cases.

Simulated - Data created to model real data.

Real – During initial county implementation, data that was cleansed and converted from legacy CMIPS. During county M&O, data that was processed on production system.

Requirement(s)

1. The system shall be tested in stages to ensure the number of variables is kept to a minimum in both the application and test environment for each stage of testing.

2. The Contractor shall maintain separate test and production systems. Additional development system(s) may be used as necessary.

3. Testing or development shall not be performed on the operational CMIPS II production system.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.1 Test Planning and Deliverables

Requirement(s)

1. As part of the Project Master Plan (Paragraph 3.1.1), the Contractor shall develop, deliver, maintain, and execute a Test and Evaluation Master Plan (TEMP), which documents the overall test and evaluation strategy of the Project, including its structure and objectives, based on IEEE 829-1998, Standard for Software Test Documentation and IEEE 12207-1996, Paragraph 6.27 Test or Validation Plan. The TEMP provides a framework within which to generate detailed test and evaluation plans, and it shall document high-level schedule, roles and responsibilities, and resource requirements associated with the test and evaluation function. The TEMP shall focus on the overall structure, major elements, and objectives of the test and evaluation program.

2. The Contractor shall develop, deliver, maintain, and execute a System Test Plan in accordance with IEEE 12207.1-1997, Paragraph 6.27, Test or Validation Plan. The System Test Plan shall provide a detailed description of each test required to ensure that all of the

system, interfaces, and components comply with the requirements and specifications. The System Test Plan shall:

a. Define the test philosophy (including objectives, required levels or types of testing, and basic strategy).

b. Discuss the strategy to be used for creating and populating the test database and maintaining the files during the iterative testing.

c. Describe testing for the Project, including:

    i) How the testing shall satisfy specific objectives and demonstrate the requirements are met

    ii) What design modules shall undergo control or data flow analysis

    iii) How each phase of the testing is determined to be complete, and the formal reports/debriefings conducted for each phase of the testing

    iv) The testing facilities, environment and specific testing tools to be used

    v) The processes and procedures that shall be used by the Contractor for releasing testing results, data reduction and analysis, and review of test results.

d. Identify all planned levels of testing (at a minimum: unit, integration, functional, performance, stress, regression, user acceptance, and pilot operation), including:

    i) Facilities/tools to be used

    ii) Staff/resources

    iii) Method for review of test cases and procedures

    iv) Configuration management

    v) Procedures for releasing test results

    vi) Test data refreshing.

e. Describe Final Acceptance Testing and User Sign-Off. Demonstrate that only necessary and sufficient testing is being performed.

3. The Contractor shall develop, deliver, maintain, and execute a detailed System Test WPU to supplement the Master Work Plan as described in Paragraph 3.1.2 with supplemental plans that include:

a. Unit Test Phase WPU (to meet the requirements of Paragraph 4.2.2)

b. Integration Test Phase WPU (to meet the requirements of Paragraph 4.2.3, Integration Testing)

c. Functional Test Phase WPU (to meet the requirements of Paragraph 4.2.4.1, Functional Testing)

d. System Performance Test WPU (to meet the requirements of Paragraph 4.2.4.2, System Performance Testing)

e. User Acceptance Test Phase WPU (to meet the requirements of Paragraph 4.2.4.3, User Acceptance Testing)

f. Pilot Operation Phase WPU (to meet the requirements of Paragraph 4.5.6, Pilot Operation).

4. For each phase of testing, the test files, test tools, specific versions/units and results shall be placed under Configuration Management as described in Paragraph 3.2.6, Configuration Management.

5. For each phase of testing, the Contractor shall prepare and deliver the following documentation, as defined in Paragraph 4.2.2, Software Unit and Component Testing; Paragraph 4.2.3, Integration Testing; and Paragraph 4.2.4, System Qualification Testing:

    a. Test Materials Packet

    b. Functional-Requirements-to-Test Traceability Matrix

    c. Test Results Packet

    d. Contractor Certification of Successful Test Completion.

6. The Test Materials Packet shall include, but not be limited to, the following:

    a. Test Cases, in accordance with IEEE 829-1998, Standard for Software Test Documentation, Paragraph 6, Test-Case Specification.

    b. Test Procedures, in accordance with IEEE 12207.1-1997, Paragraph 6.28, Test or Validation Procedures. In addition to all IEEE content, test scripts shall include, at a minimum:

        i)   Roles and responsibilities of both the Contractor and State personnel

        ii)   Application scripts and operating system scripts

        iii)   Constraints

        iv)   Initialization

        v)   Termination

        vi)   Actions to perform in case of error

        vii)   Data analysis procedures

        viii)   Interfaces exercised.

    c. Automated Test Scripts (not required for unit test or integration test) in accordance with IEEE 12207.1-1997, Standard for Information Technology - Software Life Cycle Processes - Life Cycle Data, Paragraph 6.28, Test or Validation Procedures. These test scripts shall be used in both quality and performance testing. Automated Test Scripts shall meet all criteria for Test procedures.

    d. Test Data in accordance with IEEE 829-1998, Standard for Software Test Documentation.

7. The Contractor shall refine the test procedures and scripts throughout the life of the system to reflect the as-built design and current requirements.

8. The Functional-Requirements-to-Test Traceability Matrix shall verify requirements traceability to all testing activities.

9. The Test Results Packet shall include the following:

    a. Transmittal Report based on IEEE 829-1998, Standard for Software Test Documentation, Paragraph 8, Test-Item Transmittal Report

    b. Test Log based on IEEE 829-1998, Standard for Software Test Documentation, Paragraph 9, Test Log

c. Incident Report based on IEEE 829-1998, Standard for Software Test Documentation, Paragraph 10, Test-Incident Report

d. Summary Results Report based on IEEE 829-1998, Standard for Software Test Documentation, Paragraph 11, Test-Summary Report and IEEE 12207.1-1997, Standard for Information Technology - Software Life Cycle Processes - Life Cycle Data, Paragraph 6.29, Test or Validation Results Report. In addition to all IEEE content, the Summary Results Report shall include:

   i)   Identification of the items, features, and operations tested

   ii)   Summary of all features and operations tested and the test steps taken

   iii) Summary of the results of testing for each operation and feature tested including any limitations of the testing strategy

   iv)   Variances from expected results, including recommendations for corrective action or alternative solutions for each variance noted

   v)   Comprehensive Assessment of Readiness for subsequent test phases or for Statewide Operation.

10. On completion of each testing phase, the Contractor shall participate in reviews, in accordance with Paragraph 5.3.4.3, Milestone Reviews, with the State Project Manager to establish that the system is ready for the next test phase or for Statewide Operation.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.2 Software Unit and Component Testing

The Unit Test ensures the software units can compile and function in a test environment with simulated interaction with other software units. Unit testing also includes testing of small groups of modules that are functionally or logically related, verifying the interfaces between the related modules perform correctly, and verifying utility functions or modules work correctly when called by various modules.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain the following documentation:
   a. Unit Test Results Packet
   b. Contractor Certification of Successful Unit Test Completion.

2. The Contractor shall test each software unit and database in accordance with the System Test Plan. The Contractor shall verify by code-inspection those items or paths that are not feasible to test. Unit testing shall include, but not be limited to, the following:
   a. Execution of every new or modified code path
   b. Code inspection for critical items that do not have an observable outcome
   c. Screen and report formats verification
   d. Full range of values tested for data entry fields
   e. All error cases verified and required to end gracefully with the appropriate error data reported
   f. All return values verified to ensure they are correctly generated under the correct circumstances

g. Verification that units "clean up" after themselves, releasing any system resources, as appropriate

h. Verification of the correct passing and setting of parameters as they pass between modules

i. Verification that the design is correctly implemented

j. Verification of the functional outputs or module exit values

k. Verification of adherence to Software Engineering Standards.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.3 Integration Testing

To ensure consistent test results, the Contractor combines software units into their functional components and conducts the Integration Testing in an environment that simulates the production environment with scripted data and business scenario inputs and interfaces.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain the following documentation:
   a. Integration Test Materials Packet
   b. Integration Test/Functional Requirements Traceability Matrix
   c. Integration Test Results Packet
   d. Contractor Certification of Successful Integration Test Completion.

2. The Contractor shall test the software in accordance with the System Test Plan. Integration Testing shall include, but not be limited to, the following:
   a. The verification of each functional area and inter-functional interfaces
   b. Demonstration that all requirements have been verified, and all testable requirements have been verified
   c. Demonstration that hardware specifications and COTS software components have been verified for correctness and compliance with specifications
   d. Demonstration that external interfaces have been verified.

3. On completion of integration testing, the Contractor shall participate in an Integration Test Review, in accordance with Paragraph 5.3.4.3, Milestone Reviews, with the State Project Manager to establish that the system is ready for Functional Testing.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4 System Qualification Testing

System Qualification Testing is to ensure the system meets the requirements and includes the following:

- Functional Testing

- System Performance Testing

- Stress Testing

- Regression Testing

- User Acceptance Testing

4.2.4.1 Functional Testing

Requirement(s)

1. For functional testing, the Contractor shall provide a test environment that contains all the components and functionality of the production environment for testing new application releases or modifications.

2. The Contractor shall develop, deliver, and maintain the following documentation:
   a. Functional Test Materials Packet
   b. Functional Test/Functional Requirements Traceability Matrix
   c. Functional Test Results Packet
   d. Contractor Certification of Successful Functional Test Completion

3. The Contractor shall test the software in accordance with the System Test Plan. The Contractor shall test the application in an operational environment that simulates the production environment, including use of actual data and PCSP/IPW/IHSS-R business scenarios.

4. The Contractor shall provide a testing team operationally distinct from the development team that performs System and Regression testing for each application maintenance release according to the TEMP and System Test Plan.

5. Functional testing shall include, but not be limited to, the following:
   a. Verify that all planned tests are executed until a successful test is conducted
   b. Verify end-to-end workflows and scenarios
   c. Verify all external interfaces
   d. Final verification of all requirements and design
   e. Verify any non-testable items
   f. Verify help files and training materials.

6. The Functional Testing completion criteria shall include, but not be limited to, the following:
   a. Demonstration of successful execution of all test scripts
   b. Demonstration that the system is stable within the test environment
   c. Demonstration that the appropriate level of Configuration Management has been applied to all impacted Configurable Items.

7. The Contractor shall maintain the automated test tool and automated scripts under configuration management control for the lifetime of the Contract. The Contractor shall provide access including but not limited to the State and counties staff as designated by the State Project Manager for testing.

8. The Contractor and CMIPS Project Office shall perform a Functional Test Review including performance and stress test review in accordance with Paragraph 5.3.4.3, Milestone Reviews.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4.2 System Performance Testing

Requirement(s)

1. The Contractor shall test the potential resource and performance impact of new software releases in a testing environment that mirrors the performance of the production environment. The Contractor shall measure and establish baseline system performance metrics. The Contractor shall test application and hardware updates to ensure there is no unacceptable degradation in performance introduced by the system changes by measuring the new system performance against baseline performance metrics.

2. As defined in Paragraph 4.2.1, Test Planning and Deliverables, for each type of performance testing online, batch and stress, the Contractor shall prepare and deliver the following:

   a. Test Materials Packet

   b. Test Results Packet

   c. Contractor Certification of Successful Test Completion

3. If overall performance of the system degrades by more than ten (10) percent from established average baseline system performance metrics between releases, the Contractor shall perform a Stress Test in accordance with Paragraph 4.2.4.2.3, System Stress Testing, and prove to the satisfaction of the State Project Manager that the production environment has the capacity to meet the performance requirements.

4. The Contractor shall collect and report metrics during the performance tests including, but not limited to, the following:

   a. System resource utilization (CPU, Disk, Memory and Network) on the enterprise system and the test workstations

   b. System and User Response times as defined in Section 6, SyRS, Paragraph 9, System Performance for individual functions

   c. Length of time each function spends in each component of the system Client, network, and server.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4.2.1 Online Performance Testing

Requirement(s)

1. The Contractor shall conduct performance testing prior to each scheduled release. The online performance test shall use no less than fifty (50) of the most frequently used user functions in the form of automated scripts, which generate the test data required internally to alleviate the need to retain specific data sets. The online test shall run for a minimum of one (1) hour excluding any ramp up/down periods.

2. For each performance test, the Contractor shall deliver the following;

   a. Online Performance Test Materials Packet

   b. Online Performance Test Results Packet

   c. Contractor Certification of Successful Online Performance Test Completion.

3. The Online Performance Test Results Packet shall include, but not be limited to, the following:

a. Detailed results of two (2) baseline tests on the current application software that have response time and system resource metrics results within two percent (2%) of each other

b. Explanation of any overall or individual function metric difference between the previous scheduled release and current application performance tests where the average user response time or the number of successful transactions deviates more than five percent (5%) from the average of the baseline

c. Detailed results of two (2) baseline tests on the scheduled release application software that have results within two percent (2%) of each other

d. A detailed comparison of the system resources utilized in each test and an explanation when the individual resource utilization deviates more than five percent (5%) from the average of the baseline

e. Confirmation that the scheduled release shall meet performance requirements.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4.2.2 Batch Performance Testing

Batch processing cycle(s) require similar testing to online testing.

Requirement(s)

1. The Contractor shall perform performance testing on each type of cycle including, but not limited to, daily, monthly, quarterly and annual. Each test shall use a representative data set for the tasks involved in the batch cycle, e.g., a daily batch cycle test shall include all the work expected to be outstanding at the end of a normal business day.

2. For each performance test, the Contractor shall deliver the following:

a. Batch Performance Test Materials Packet

b. Batch Performance Test Results Packet

c. Contractor Certification of Successful Batch Performance Test Completion.

3. The Batch Performance Test Results Packet shall include, but not be limited to, the following:

a. Detailed results of two (2) baseline tests on the current application software that have runtimes and system metrics results within two percent (2%) of each other

b. Explanation of any overall or individual function metric difference between the previous scheduled release and current application performance tests where the average runtime deviates more than five percent (5%) from the average of the baseline

c. Detailed results of two (2) baseline tests on the scheduled release application software that have results within two percent (2%) of each other

d. A detailed comparison of the system resources utilized in each test and an explanation when the individual resource utilization deviates more than five percent (5%) from the average of the baseline

e. Confirmation that the scheduled release shall meet performance requirements.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4.2.3 System Stress Testing

Requirement(s)

1. Prior to the application going live, the Contractor shall develop and deliver the following:
   a. Stress Test Materials Packet
   b. Stress Test Results Packet
   c. Contractor Certification of Successful Stress Test Completion.

2. The Stress Test shall ensure that the system can maintain performance requirements when under peak usage taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic. If approved by the State Project Manager, the Contractor shall execute the Stress Test and report the results to the State Project Manager in a Stress Test Results Packet based on IEEE 829-1998, Standard for Software Test Documentation, Paragraph 8, Test-Item Transmittal Report and IEEE 829-1998, Standard for Software Test Documentation, Paragraph 10, Test-Incident Report. At minimum the tests shall prove that:
   a. The system has the ability to support the full-anticipated user community working under normal conditions while meeting the performance requirements defined in Section 6, SyRS, Paragraph 9, System Performance.
   b. Any batch processing cycle does not impede system availability and online performance requirements.
   c. That performance metrics can be met over the Wide Area Network (WAN) connectivity specified.
   d. There is reasonable system capacity available for peak processing periods taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic.
   e. There are no previously undiscovered system errors, such as memory leaks, that would only be detected under load testing.
   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.4.3 User Acceptance Testing

Requirement(s)

1. The Contractor shall validate baselined system requirements through User Acceptance Testing.

2. The Contractor shall participate in User Acceptance Testing (UAT) on all software, including software initially installed, improved versions (new releases) of the software, and any software which has been modified by the Contractor to satisfy the State's requirements.

3. The UAT shall include:
   a. Detailed test scripts developed by the Contractor, which address the following:
      i) The test scripts shall cover all facets of the system's operations and test all of the system processing options and environmental conditions
      ii) Tests shall exercise all of batch/online interface processing; transaction processing; system security, edits, and controls; backup and recovery; error processing; and system reporting

    iii)   The test scripts shall ensure all system reports and forms, including daily, monthly, quarterly, and annual are generated for review.

  b. Detailed test scripts developed by the CMIPS Project Office and/or users, which shall cover functional processes as determined by the State, counties, and other users.

  c. Ad hoc testing by the State and County representatives, as designated by the State Project Manager, to provide the opportunity to include various transactions and sequences that may not have been included in the test scripts to challenge the system's operation and design.

4. The Contractor shall develop, deliver, and maintain the following documentation:

  a. User Acceptance Test Materials Packet

  b. User Acceptance Test/Functional Requirements Traceability Matrix

  c. User Acceptance Test Results Packet.

5. The Contractor shall establish, subject to the approval of the State Project Manager, pass-fail criteria as part of the TEMP.

6. A complete end-to-end test of the system shall be performed without failure before the acceptance testing shall be considered completed. If the UAT fails, the Contractor shall correct any areas that do not pass acceptance testing and retest all related and affected areas of the system retested, as determined by the State Project manager.

7. The Contractor shall support CMIPS Project Office execution of a thorough User Acceptance Test. This test shall verify that the application is functioning as required in this Contract for all users statewide. The Contractor shall provide the following in support of User Acceptance Testing:

  a. Production-like test environment/region

  b. Facilities and equipment to support testers at locations approved by the State Project Manager

  c. Brief test environment training (up to four [4] hours) for testers

  d. Technical consultation for the duration of User Acceptance Testing

  e. System support for the User Acceptance Testing environment

  f. Remote access for the User Acceptance Testing environment/region from any County (including technical support for configuration of County remote workstations to access the testing environment).

8. The Contractor shall maintain sufficient test environments to support functional, performance, and user acceptance testing concurrently. All test environments shall be separate and independent of the production environment and shall fully support the requirements of the testing performed. To the extent possible, test cases shall be able to be created, maintained, and refreshed without technical support. The Contractor shall certify in writing to the State Project Manager when the software is installed and ready for use.

9. On completion of User Acceptance Testing, the Contractor shall participate in a User Acceptance Test Review, in accordance with Paragraph 5.3.4.3, Milestone Reviews, with the State Project Manager to establish that the system is ready for Pilot Operation.

10. For the User Acceptance Test Review, the Contractor shall provide evidence that the implementation readiness activities expected by this phase according to the approved work plan are successfully completed.

11. User Acceptance Testing shall be performed on the test system co-located with the production server.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.5 Regression Testing

Requirement(s)

1. The Contractor shall repeat the regression test cycle for each incremental development effort and conduct regression testing to ensure that any new components or defect repairs did not cause problems in previously implemented functionality. When modifications are made to previously tested software, the Contractor shall conduct regression testing, in accordance with the System Test Plan, to ensure the modification did not introduce any errors or degrade system performance.

2. Regression Testing shall include, but not be limited to, the following:

    a. Determining the extent of verification and validation analyses and tests that shall be repeated when changes are made to any previously examined software products.

    b. Assessing the nature of the system change to determine potential ripple or side effects and impacts on other aspects of the system.

    c. Rerunning test cases based on changes, error corrections, and impact assessment, to detect errors spawned by system changes.

    d. Verification that the system has not been affected negatively or unexpectedly by changes

    e. Comparison of results from previous releases to current test results.

3. The Contractor shall develop, deliver, and maintain the following documentation:

    a. Regression Test Materials Packet

    b. Regression Test/Functional Requirements Traceability Matrix

    c. Regression Test Results Packet

    d. Contractor Certification of Successful Regression Test Completion, including State approvals.

4. The Contractor shall maintain and keep under configuration management all Regression Test cases. Test cases shall be annotated for application, assumptions, initial conditions, and expected results.

5. The Regression Testing completion criteria shall include, but not be limited to, the following:

    a. Demonstration of successful execution of all test scripts

    b. Demonstration that the system is stable within the test environment

    c. Demonstration that the appropriate level of Configuration Management has been applied to all impacted Configurable Items.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.6 Release Readiness Review

Requirement(s)

1. At least two (2) business days prior to release of any Configurable Item into the production environment the Contractor shall participate in a Release Readiness Review. The review

shall ensure that all required Deliverables are up to date, under Configuration Management and baselined.

2. The Contractor shall certify that all Deliverables defined in Section 7, DELIVERABLE LIST are ready for implementation and meet the requirements of the Section 6, SOW.

3. The Contractor shall obtain State Project Manager approval of the Release Readiness Review prior to any release into the production environment, effectively a final Go/No Go decision.

4. The Deliverables for the Release Readiness Review shall include, but are not limited to, the following:

   a. Release Installation Procedures including a description of how the production environment shall be upgraded

   b. Post Installation Verification Test Plan ensuring that the software was successfully installed and shall operate

   c. Release Back-Out Plan detailing the strategies and tasks required to restore the system to the prior release in the case of release verification failure

   d. CMIPS II Source Code

   e. CMIPS II Production Application

   f. All other deliverables, as defined in Section 7, DELIVERABLE LIST, that are due for each release

   g. FPCA Report as described in Paragraph 3.2.6, Configuration Management.

5. As part of the Release Readiness Review, the Contractor shall ensure that the system infrastructure and their support teams, including the State Data Center Services and HHSDC Network Services WAN support teams, are ready to accept the release.

6. As part of the Release Readiness Review, the Contractor shall provide evidence that the implementation activities expected by this phase according to the approved work plan are successfully completed.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.2.7 System Test and Evaluation Reporting and Metrics

Requirement(s)

1. The Contractor shall report the progress of Test and Evaluation as part of the Monthly Project Status Report in accordance with Paragraph 3.2.1.1, Tracking DDI Activities and metrics in accordance with Paragraph 3.2.1.5, Schedule and Budget Metrics. The Contractor shall report additional test and evaluation metrics for each testing phase, including:

   a. Test Coverage

      i)   Percentage and number of requirements tested for the test phase

      ii) Number of test cases per requirement planned and executed

   b. Test Cases

      i)   Number of test cases executed to date vs. total planned for the test phase

      ii) Number of Re-tests to date

      iii) Amount of effort for re-tests as a percentage of effort planned for the test phase

     iv)   Number of unplanned test cases required as a percentage of total test cases planned for each test phase

     v)   Effort for unplanned test cases as a percentage of effort planned for the test phase

  c. Ratio of failed tests to total tests executed

     i)   On original tests, categorized by severity

     ii)   On re-tests, categorized by severity

     iii)   On unplanned tests by severity

     iv)   Number of issues generated by type and severity

  d. Test Completeness

     i)   Percentage of planned tests passed successfully

  e.   Reasons for failed tests

  f. Defect metrics as defined in Paragraph 5.3.5, Quality Reporting and Metrics.

     Bidder agrees to the above requirement(s)? YES _____NO _____

4.3   System Maintenance and Enhancements

4.3.1 System Maintenance and Enhancement Overview

The purpose of system maintenance and enhancements is to ensure CMIPS II is properly updated in response to system defects and enhancements. The process also ensures sufficient controls to avoid system defects, minimize disruption to the PCSP/IPW/IHSS-R Program, and to stay within the annual Contract appropriation. The following list provides a high-level overview of the process described in Paragraph 4.3:

- The annual Contract appropriation for all system modifications is established as described in Paragraph 3, Project Management, and monitored as defined in Paragraph 3.2.1.2, Tracking Maintenance Activities.

- Potential system changes are identified through the Issue Management process defined in Paragraph 3.2.4, Issue Management; managed by the Change Management process defined in Paragraph 3.2.5, Change Management; and approved by the Project Change Management Board (PCMB) as defined in Paragraph 3.2.5, Change Management.

- The Configuration Control Board (CCB), as defined in Paragraph 3.2.6, Configuration Management, groups the modifications in software "Maintenance Releases" using the System Service Requests as described in Paragraph 4.3.5, Release Management.

- The CCB audits the production release to verify the as-built functionality and configuration meet the requirements in the System Service Request as identified in Paragraph 4.5.10, Implementation Reviews.

- Based on the CCB audit, the PCMB may approve payment. See Section 11, CONTRACT, Paragraph 5, Financial Matters.

- The Contractor prepares and delivers to the PCMB a System Service Request that includes a detailed change description, impact analysis and cost estimate. The funding must be approved by the PCMB for that request to be approved through a Work Authorization as

defined in Section 11, CONTRACT, Paragraph 5.4, Work Authorizations, prior to continuing work on the change.

- The Contractor obtains approval for composition of each release, as defined in Paragraph 4.3.5, Release Management, prior to development.

- The Contractor develops the modifications and combines them into the Maintenance Release using a scaled-down version of the initial DDI process using the same standards for planning/initiation, requirements, definition, design, code, testing, and implementation. The modifications are documented and tracked through a Modification Record as defined in Paragraph 4.3.3, Modification Management.

- The CCB and PCMB approval for the Maintenance Release before it is put into the production environment is defined in Paragraph 4.2.6, Release Readiness Review.

4.3.2 Project Maintenance Planning

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Project Maintenance Plan that meets the standards of IEEE 12207-1996, Paragraph 5.5, Maintenance Process and IEEE 1219-1998, Standard for Software Maintenance. The maintenance process shall address modifications to the CMIPS II application and also supporting hardware and COTS software.
2. The Project Maintenance Plan shall be reviewed at least annually by the Contractor and updated as needed.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.3 Modification Management

The Contractor is responsible for implementing all modifications to the CMIPS II application.

Requirement(s)

1. For system changes that have been initially approved by the PCMB as described in Paragraph 3.2.5, Change Management, the Contractor shall create a System Service Request to identify, classify, and assign an initial priority ranking for release in accordance with IEEE 1219-1998, Paragraph 4.1, Problem/Modification Identification, Classification, and Prioritization.

    a. The System Service Request identification shall define the scope of the modification.

    b. The System Service Request impact analysis shall include an implementation priority as well as a preliminary plan and schedule for design, development, test, and implementation in accordance with Paragraph 4.1.2, System Requirements Validation and IEEE 1219-1998, Paragraph 4.2, Analysis.

    c. The System Service Request impact analysis shall have an estimate for the number of hours and cost required to perform the modification.

    d. The System Service Request effort estimate shall include the job classification of the personnel to be made available by the Contractor to perform the modification. The effort estimate shall be based on functional sizing, per ISO/IEC 20926 and use of two independent, widely recognized automated estimation tools in conformance with DOF IT Oversight Framework.

e. The System Service Request modification analysis shall also identify deliverables, including updates to all related deliverables, such as documentation.

f. The System Service Request modification analysis shall include the proposed Acceptance Criteria for the work to be performed.

g. The Contractor shall ensure that any System Service Request is traced to both the relevant defined requirements and to all affected configured items.

h. The Contractor shall perform the analysis and complete a System Service Request within ten (10) business days of receipt of the approved change, or such longer time agreed to in writing by the State Project Manager.

2. The Contractor shall execute all System Service Requests that are approved by the PCMB.

3. The Contractor shall close all System Service Requests that are not approved through the Issue Management process as described in Paragraph 3.2.4, Issue Management.

4. For a System Service Request, the Contractor shall use a Modification Record to document the results of each modification as it proceeds through the phases of analysis, design, coding, test, and implementation.

5. The Contractor shall monitor and track all System Service Requests and Modification Records from initiation through resolution.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.4 Defect Corrections

Requirement(s)

1. The Contractor shall use all commercially reasonable efforts to provide solutions, changes, and corrections to system defects within the correction periods based on the severity in Table 13.

Table 13. Defect Correction Periods

SEVERITY	DEFECT CORRECTION PERIOD
Priority 1*	Within five (5) days through an Exception Release
Priority 2*	In the next monthly release
Priority 3*	Within the next two monthly releases
Priority 4*	Within the next six monthly releases
Priorities 5 and 6*	Within a schedule to be mutually agreed upon

*Defined in Paragraph 3.2.4, Issue Management

2. The correction period shall commence upon approval of the defect priority by the State Project Manager as defined in Paragraph 3.2.4. The State Project Manager may modify the time-to-fix period if in his or her sole judgment it is in the best interest of the Project.

3. The Contractor shall track all defects from discovery through resolution.

4. The Contractor shall monitor and report the status of defect corrections as defined in Paragraph 5.3.5, Quality Reporting and Metrics.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5 Release Management

Modifications are grouped and implemented in scheduled Maintenance Releases subject to PCMB and CCB approval. The CMIPS Project has a capped dollar amount for modifications each year.

Requirement(s)

1. The Contractor shall recommend modification groupings to the CCB that address the priority business needs and Contract constraints. The Contractor's release recommendation shall include an hour and dollar estimate for each modification from each System Service Request as well as a total hour and dollar estimate for the entire release. The CCB considers approval of the content and recommended release date for the Maintenance Release. Then the PCMB considers approval of the cost and schedule. The Contractor shall not continue work on the Maintenance Release without the CCB and PCMB approvals.

2. The CMIPS II maintenance process shall include both scheduled quarterly and monthly Maintenance Releases, the exact date of which shall be adjustable to facilitate special processing, holidays, etc. Quarterly releases shall include major and moderate system changes. Monthly releases shall include only minor changes.

   a. A major change reflects a significant change in business requirements caused, for example, by new legislation or change in IHSS policy.

   b. Minor changes can be an enhancement to provide minor problem resolution or improvements to procedures such that the changes do not require updates to User documentation, Training, Data Conversion, or LDD modification.

3. In addition, the Contractor shall execute "emergency" updates to CMIPS II as an "exception release" outside of the scheduled releases if approved in writing by the State Project Manager. Exception releases are to correct errors that have a Priority 1 impact to the PCSP/IPW/IHSS-R Program and cannot wait until the next scheduled release.

4. The Contractor shall obtain CCB and PCMB approval for each Maintenance Release.

5. The Contractor's release recommendation shall identify any System Defects to be corrected in a Maintenance Release. The Contractor shall include the hours estimated and impact analysis of correcting the System Defects but shall not include any cost since the Contractor does not receive payments for expenses for correcting System Defects as stated in Section 11, CONTRACT, Paragraph 5.2, Invoices.

6. The Contractor shall, at the direction of the State Project Manager, back out any implemented release.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5.1 Release Management Planning

Requirement(s)

1. The Contractor shall develop, deliver, maintain, and execute a Release Management Plan that shall look forward at least six (6) months. The Release Management Plan shall include the following:

   a. Identification of the modifications to be included in each release

   b. Justification for the grouping

c. Estimates for each release, including effort, cost, staffing summary, and schedule summary

d. Identification of applicable processes/activities for each release that meet the requirements for System Development (Paragraph 4.1), Testing (Paragraph 4.2), and Implementation (Paragraph 4.5.2) based on tailoring guidelines of Paragraph 4.3.5.2, General Maintenance Release Life Cycle Tailoring

e. Identification of applicable deliverables for each release that meet the requirements of System Development (Paragraph 4.1), Testing (Paragraph 4.2), and Implementation (Paragraph 4.5)

f. In the Release Management Plan, the identification of any major activities that the Contractor expects to be completed and the resources required, e.g., Contractor, State and County staff

g. Approval by the PCMB of the Release Management Plan each quarter.

2. If the PCMB approves a Maintenance Release, the Contractor shall develop, deliver, maintain, and execute a Release Management WPU for the Maintenance Release, including applicable activities for the System Development (Paragraph 4.1), Testing (Paragraph 4.2) and Implementation (Paragraph 4.5). Within one (1) week of the Release Cycle start date, the Contractor shall participate in a Release Initiation and Planning Meeting to present the Release Management WPU to the CMIPS Project Office staff. The Contractor shall obtain State Project Manager approval prior to beginning work defined in the Release Management WPU. Once initiated, the Contractor shall report progress on the Release Management WPU by presenting a summary of the Work Plan status at the weekly project status meeting.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5.2 General Maintenance Release Life Cycle Tailoring

The State recognizes that the level of detail required for each of these processes varies depending on the size and complexity of the modifications included in a release. Consequently, the Contractor may tailor the processes identified in preparing a release with the written approval of the State Project Manager. The extent of the tailoring is dependent upon the applicability of the process, on the size and complexity of changes to the System Configurable Items, and the risks associated with implementation as described in the following paragraphs.

Requirement(s)

1. The Contractor shall develop a Modification Design in accordance with Paragraph 4.1.4, General System Design, Paragraph 4.1.6, Detailed System Design, and with IEEE 1219-1998, Paragraph 4.3, Design. The Contractor shall summarize the modification design description in the Modification Record.

2. Modification to all affected system Configuration Items shall be performed in accordance with Paragraph 4.1.7, Coding and Documentation, and Paragraph 5.2, Documentation Management. The Contractor shall summarize the actual code and document modifications in the Modification Record.

3. The Contractor shall test each change as described in Paragraph 4.2, System Test and Evaluation. The Contractor shall summarize the test results in the Modification Record.

4. The Contractor shall obtain approval from the PCMB for implementation of the software and related work products into the production environment. The Contractor shall implement the software and related work products in accordance with Paragraph 4.5, Statewide Implementation.

5. The Contractor shall summarize the implementation activities and results in the Modification Record.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5.3 Quarterly Release Tailoring

Requirement(s)

1. For quarterly Maintenance Releases with major, complex, and high impact modifications, the Contractor shall complete the full life cycle process described in Paragraph 4, Technical Processes. However, for quarterly releases with smaller, less complex modifications, the Contractor may tailor or simplify, with the State Project Manager's written approval, the release processes into five (5) phases:

   a. Release Planning Phase

   b. Release Analysis and Design Phase

   c. Release Development Phase

   d. Release Test and Implementation Preparation Phase

   e. Release Implementation Phase

2. <u>Release Planning Phase</u>. Release Planning may be tailored to combine the milestones for project initiation and planning for each of the other life cycle phases with approval from the State Project Manager.

   a. The Contractor shall develop, deliver, maintain, and execute the Release Management Plan and Release Management WPU as described in Paragraph 4.3.5.1, Release Management Planning.

   b. The Contractor shall prepare, deliver, and execute supplemental release plans that meet the requirements of the following:

      i)   System Test Plan (Paragraph 4.2.1)

      ii) Statewide Implementation Plan (Paragraph 4.5.2)

      iii) Training Plan (Paragraph 4.5.4.4.1)

   c. As applicable and requested by the State Project Manager, the Contractor shall prepare, deliver and execute supplemental release plans for quarterly releases that meet the requirements of the following:

      i)   Project Staffing Plan (Paragraph 3.2.2.1)

      ii)   Operations Plan (Paragraph 4.4.1)

      iii) Capacity Management Plan (Paragraph 4.4.3)

      iv)   Data Cleanup Plan (Paragraph 4.5.4.1)

      v)   Data Conversion Plan (Paragraph 4.5.4.2)

      vi)   Business Change Management Plan (Paragraph 4.5.3.1)

      vii) Quality Assurance Plan (Paragraph 5.3.1, Product Assurance)

d. The Contractor shall develop, deliver, maintain, and execute supplemental release work plan updates that meet the requirements of the following:

i) Coding and Documentation WPU (Paragraph 4.1.1, System Development Planning)

ii) System Test WPU (Paragraph 4.2.1, Test Planning and Deliverables)

iii) Statewide Implementation WPU (Paragraph 4.5.2, Statewide Implementation Planning)

iv) Training WPU (Paragraph 4.5.4.4.1, Training Planning)

e. As applicable and requested in writing by the State Project Manager, the Contractor shall prepare, deliver and execute supplemental release work plans for quarterly releases that meet the requirements of the following:

i) System Requirement Validation WPU (Paragraph 4.1.1, System Development Planning)

ii) General System Design WPU (Paragraph 4.1.1, System Development Planning)

iii) Detailed System Design WPU (Paragraph 4.1.1, System Development Planning)

iv) Statewide Site Preparation WPU (Paragraph 4.5.4.3, Site Preparation)

v) Data Cleanup WPU (Paragraph 4.5.4.1, Data Cleanup)

vi) Data Conversion WPU (Paragraph 4.5.4.2, Data Conversion)

vii) Business Services Migration WPU (Paragraph 4.5.9, Business Services Migration)

viii) County Deployment WPU Template (Paragraph 4.5.7.1, County Deployment Planning)

ix) Release Management WPU (Paragraph 4.3.5.1, Release Management Planning)

f. The Contractor shall present the Release Management Plan, Release Management WPU, and supplemental plans to the CMIPS Project Office staff for potential approval at a Release Initiation and Planning Meeting.

3. <u>Release Analysis and Design Phase</u>. The Contractor, with the State Project Manager's written approval, may tailor modification requirements validation and design to applicable processes and deliverables and combine the System Requirements Validation (Paragraph 4.1.2), General System Design Review (Paragraph 4.1.4), and Detailed System Design Review (Paragraph 4.1.6) into one Release Analysis and Design Review.

4. <u>Release Development Phase</u>. The Contractor, with the State Project Manager's approval, may tailor modification development to applicable processes and deliverables and combine the Coding and Documentation Review (Paragraph 4.1.7, Coding and Documentation) and Test Readiness Review (Paragraph 4.2.1, Test Planning and Deliverables) into one Modification Development and Test Readiness Review.

5. <u>Release Test and Implementation Preparation Phase</u>. The Contractor, with the State Project Manager's prior written approval, may tailor release testing and implementation preparation activities to applicable processes and deliverables.

a. For testing requirements in Paragraph 4.2, System Test and Evaluation, the Contractor may, with the State Project Manager's prior written approval, limit the scope of User Acceptance Testing.

b. The Contractor may conduct one Release Test Review and Release Readiness Review that combines the requirements of:

  i) Integration Test Review (Paragraph 4.2.3)

  ii) Functional Test Review (Paragraph 4.2.4.1)

  iii) User Acceptance Test Review (Paragraph 4.2.4.3)

  iv) Pilot Operation Review (Paragraph 4.5.6)

  v) Release Readiness Review (Paragraph 4.2.6)

  vi) Site Readiness Report and CDSS Site Readiness Report (Paragraph 4.5.7.3, County Onsite Support and Paragraph 4.5.8.3, CDSS Onsite Support).

6. <u>Release Implementation Phase</u>. The Contractor shall obtain written approval from the PCMB for the implementation into the production environment. The Contractor may tailor the release implementation activities to applicable processes and deliverables.

 a. Implementation processes and deliverables may be approved at the Post Statewide Implementation Review (Paragraph 5.3.4.3, Milestone Reviews)

 b. The Contractor shall present Lessons Learned and issues for the implementation at the weekly project status meeting within two (2) weeks of implementation completion.

  Bidder agrees to the above requirement(s)? YES _____NO _____

4.3.5.4 Monthly Release Tailoring

Requirement(s)

For monthly Maintenance Releases that contain corrective fixes, performance fixes and some minor enhancements, the Contractor may combine, with prior written approval of the State Project Manager, the life cycle processes into three phases, as follows:

- Release Planning Phase

- Release Development Phase

- Release Implementation Phase

1. <u>Release Planning Phase</u>. The Contractor shall develop, deliver, maintain, and execute the Release Management Plan and Release Management WPU as described in Paragraph 4.3.5.1, Release Management Planning. For monthly releases, no supplemental plans are required.

2. <u>Release Development Phase</u>.

 a. The Contractor, with prior written approval from the State Project Manager, may tailor the processes defined in Paragraph 4.2, System Test and Evaluation as follows:

  i) Limit tests to components modified for the release

  ii) Exclude the need to perform Functional Tests and Stress Tests

  iii) Limit the scope of any User Acceptance Testing

 b. The Contractor, with approval from the State Project Manager, may tailor the System Development and Implementation Milestones defined in Paragraph 5.3.4.3, Milestone Reviews to one Release Readiness Review to be conducted as part of a CCB meeting.

 c. The CCB shall consider approval of Release Readiness Milestones based on a Contractor quality assurance review of the Modification Records. For these monthly releases without formal development and test milestone reviews, the Contractor shall submit a Quality Assurance Monthly Release Report to the CCB verifying the development and test

activities and deliverables defined in the Release Management Plan and Release Management WPU were successfully completed and properly documented in the Modification Record. The CCB shall review the Quality Assurance Monthly Release Report to consider approval for the release into the production environment. The Contractor shall obtain prior written approval from the PCMB for the release into the production environment.

3. <u>Release Implementation Phase</u>. The Contractor shall monitor the implementation milestones and report the status at subsequent CCB meetings. The Contractor shall obtain prior written approval from the CCB and PCMB for the release into the production environment. Once implementation is complete, the CMIPS Project Office conducts a Post Statewide Implementation Review (Paragraph 5.3.4.3, Milestone Reviews) by reviewing the implementation documentation of the Modification Record to ensure all requirements have been met.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5.5 Exception Release Tailoring

Software may be released outside a release cycle for "emergency" fixes as an exception release. Emergency fixes are defined as updates necessary to correct errors that have a severely adverse effect on the PCSP/IPW/IHSS-R Program.

Requirement(s)

1. For Exception Releases, the Contractor may use a streamlined development, test, and implementation process, as approved by the State Project Manager, and may not update related documentation at the time of the exception release. However, the Contractor shall include a full implementation of emergency updates in the next scheduled release, including all required document updates.

2. For each emergency fix, the Contractor shall prepare and deliver an Exception Release Request summarizing the change, justification for change, brief impact analysis, and description of the streamlined development, test, and implementation approach in writing for approval by the State Project Manager.

3. In addition the Contractor shall prepare a tailored Modification Record for approval by the State Project Manager.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.3.5.6 Release Monitoring and Reporting

Requirement(s)

1. After a release plan is initiated, the Contractor shall report the status of each release in the CCB and PCMB, including release milestone dates and summary of any issues, problems, or lessons learned.

2. The Contractor shall update the Release Management WPU weekly and present a summary at the weekly project status meeting.

3. The Contractor shall treat each release as a subproject with its own Earned Value metrics (Paragraph 3.2.1, Schedule and Budget Management). The Contractor shall compare and report the actual and estimated release costs and schedules by milestone. The Contractor shall

calculate and report Earned Value metrics (Paragraph 3.2.1) for each release in the Monthly Project Status Report.

4. The Contractor shall monitor the accuracy of the modification and release planning estimates as part of the Process Improvement Process (Paragraph 5.5).

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4   System Operations Administration

The Contractor is responsible for providing services to support the daily operation and administration of the CMIPS II in coordination with the State Data Center and Counties that provide the infrastructure.

4.4.1 System Operation Planning

Requirement(s)

1. The Contractor shall support and operate the CMIPS II system as follows:
    a. The Contractor shall support the daily operation and administer the CMIPS II application, including the database and other supporting software
    b. The Contractor shall support, in coordination with the State Data Center, the daily operation and administration of the production, test and development systems
    c. The Contractor shall operate and administer, in coordination with the State Data Center and County, the forms and reporting architecture
    d. The Contractor shall operate and administer the automated timesheet entry architecture.

2. The Contractor shall develop, deliver, maintain, and execute a detailed Operations Plan, which includes, but is not limited to, the following:
    a. Description of functions, tools, and methodology required to operate CMIPS II
    b.   Identification of resources, including skill sets and number of staff required, to successfully operate and support the system
    c. A schedule for operational tasks and batch processes
    d. Processes and procedures to coordinate with interface partners
    e. Processes and procedures to receive, transfer, and track hardware and software
    f. Hardware and software requirements for any specific tasks outside the normal operations requirements
    g. Technical support requirements for database administration and data storage
    h. Technical support requirements for all enterprise hardware and software and the Forms Architecture.
    i. Identification of the roles and responsibilities of the Contractor, the State Data Center, HHSDC Network Services, CDSS, and counties during Operations Plan execution.

3. In addition, the Contractor shall develop, deliver, and maintain an Operations Manual that shall document, but not be limited to, the following:
    a. Processes and procedures for all tasks in the operations environment
    b. Roles and Responsibilities for the operations, technical support, and help desk staff
    c. Problem Management for all tasks in the environment

    d. Outage Analysis

    e. Contact lists for personnel requiring notification of problems in the environment

    f. Escalation procedures for all tasks in the environment

    g. Hardware and software inventories

    h. Procedures for scheduled maintenance of the environment, e.g., database maintenance.

4. The Contractor shall review and update the Operations Plan and Operations Manual to keep them current with system design and PCSP/IPW/IHSS-R business requirements. The Contractor shall summarize operations activities and status in the Operations Management Report (Paragraph 4.4.10, System Administration Reporting and Metrics).

        Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.2 Data Distribution

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Data Distribution Plan (DDP), which defines how the Contractor and the State Data Center shall meet the requirements defined in Section 6, SyRS, Paragraph 7.9, External Interface Architecture, Paragraph 8.1.5, Data Distribution Security, and Exhibit 1 - Interfaces.

2. The DDP shall define the following:

    a. With what systems CMIPS II interfaces

    b. The media each interface uses

    c. The frequency of each interface

    d. The turnaround time for two-way interfaces that transmit a request and generate a response

    e. The data retention periods for interface files

    f. How confidential interfaces shall be secured, including maintenance and management procedures for encryption keys or passwords

    g. How each interface, as well as the interface architecture as a whole, shall be managed, monitored and maintained

    h. Any constraints that an interface has

    i. Processes and procedures for monitoring and reporting successful or unsuccessful completion

    j. Processes and procedures for recovering from failed interfaces

        Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.3 Capacity Planning and Management

The Contractor is responsible for executing a Capacity Management Plan (CMP) that ensures that system service levels continue to be met. For components of the architecture provided by other entities, e.g., State Data Center and WAN, the Contractor works closely with the corresponding maintenance organization, but the Contractor still has the primary responsibility for identification and resolution of any potential limitations and or restrictions that a component may have, e.g., bandwidth.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain a Capacity Management Plan that details the current planned utilization of each CMIPS II hardware component, including but not limited to CPU, Memory, Disk, and network components. The Capacity Management Plan shall forecast utilization over the period stated below and, where limitations are forecast that need to be addressed, detail how capacity shall be increased or utilization reduced.

2. The Contractor shall develop a Capacity Management Plan using the ITIL Best Practice for Service Delivery guidelines.

3. The Capacity Management Plan content shall include the following:

    a. Introduction. The Capacity Management Plan shall provide a Capacity Management Overview, Document Overview, and References.

    b. Assumptions. The Capacity Management Plan shall document any assumptions used in modeling the system capacity.

    c. State and Network Services Processes and Procedures including the following:

        i) Capacity Management Process

            (1) The Capacity Management Plan shall document the approach, methodology and tools for capacity planning and any assumptions used in modeling the system capacity.

            (2) The Capacity Management Plan shall document the approach, methodology and tools for managing the system capacity.

                (a) The Capacity Management Plan shall describe the system monitoring methods and tools.

                (b) The Capacity Management Plan shall document the system monitoring methods and tools that shall be used to monitor traffic levels to detect when capacity is breached and/or service is degraded.

                (c) The Capacity Management Plan shall describe the process to correct a capacity breach and/or degraded service.

                (d) The Capacity Management Plan shall document the data and reports that shall be produced to support capacity management, including a Capacity Management Report detailing available resources versus utilized resources, to be submitted at least quarterly.

                (e) The Capacity Management Plan shall indicate the metrics that shall be used to demonstrate that capacity and performance requirements are being met. To support the State in capacity planning and costing of the WAN and the counties in preparing their LANs, the Capacity Management Plan shall include, at a minimum, the following metrics:

                (i) The average and peak traffic generated online by a user

                (ii) The average and peak traffic generated per County for batch-oriented traffic

                (iii) The average and peak traffic generated per County for print traffic

                (iv) Wide area bandwidth requirements for each site.

    ii)   The Capacity Management Plan shall document interfaces to other processes, specifically addressing the following:

      (1) The Change Management Process

      (2) The DDI Release Management Process

      (3) The Maintenance and Operations Release Management Process

      (4) The Service Level Management Process.

d. Service Level Requirements including the following:

    i)   The Capacity Management Plan shall document and clearly describe how the Contractor's architecture shall ensure required user response times, provide a cost effective solution for meeting capacity requirements, support system availability, and minimize impact to County infrastructure.

    ii)   The Capacity Management Plan shall consider and account for anticipated load upon complete CMIPS II implementation and increased resource requirements for both user and caseload growth extending five (5) years into the future. Estimates of caseload growth can be found in Artifact 12 - CDSS Estimated Caseload Growth, located in the Bidder's Library. The plan shall, in addition, define how the requirements in Section 6, SyRS, Paragraph 7.1, Central System shall be met.

e. Resource Forecast. The Capacity Management Plan shall include resource requirements for all components of the enterprise architecture including, but not limited to, production servers, HHSDC Network Services WAN, local County WANs/LANs, and client workstations, and other components required in the solution, as defined in Section 6, SyRS.

f. Risks. The Capacity Management Plan shall identify and describe the risks that the Capacity Management function will address and/or will be affected by.

4. The Contractor shall execute the Capacity Management Plan with support from the State Data Center and HHSDC Network Services.

5. The Capacity Management Plan shall be updated at least every six (6) months throughout the Contract.

6. The Contractor shall deliver to the State Project Manager a Capacity Management Report detailing available resources versus utilized resources each quarter.

    Bidder agrees to the above requirement(s)? YES _____NO _____

4.4.4 Operations Management

Requirement(s)

1. The Contractor shall monitor and manage the performance of CMIPS II, with the exception of any infrastructure and services provided by the State Data Center or HHSDC Network Services. The Contractor shall provide performance oversight of State Data Center- and HHSDC Network Services- specific services and shall work with the State Project Manager to resolve any issues that arise. As part of the Operations Plan, the Contractor shall describe the processes and techniques for performance monitoring and management that shall be used by the Contractor, the State Data Center and HHSDC Network Services in support of this Contract.

2. The Contractor shall execute the Operations Plan with support from the State Data Center and HHSDC Network Services and summarize the results in the Operations Management Report.

3. The Contractor shall monitor total system performance, including components of the architecture provided by the State Data Center. The Contractor shall provide immediate notification to the State Project Manager if system performance service levels, as defined in Section 6, SyRS, Paragraph 9.2.1, System Response Times, are not met and provide appropriate technical resources to correct the issue.

4. The detailed performance data and the tools used to manipulate the data shall be available to the State Project Manager on request within two (2) business days of the request.

5. The Contractor shall have the ability to track user response times on a client located outside the State Data Center on the WAN. Upon the written request of the State Project Manager, the Contractor shall collect user response time performance metrics and demonstrate that response time requirements are being met as specified in Section 6, SyRS. The metrics shall detail time spent in each component server, network and client to allow the State to exclude network times from user response time.

6. The Contractor shall report the amount of downtime that occurred in the previous calendar month as part of the Monthly Project Status Report.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.5 System Security

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a System Security Plan to ensure the security of the system and the confidentiality of the data. The Contractor shall consider and evaluate potential security risks and propose measures that shall minimize those risks.

2. The System Security Plan shall meet the requirements of Federal, State, and CDSS statutes, regulations and policy regarding system and data security and confidentiality. The plan shall be similar to the templates for a System Security Plan that can be found at websites for the National Institute for Health and also the Computer Security Division of the National Institute of Standards and Technology.

3. The System Security Plan shall describe mechanisms to include the following:

   a. How data shall be secured in all development and production systems to prevent unauthorized access.

   b. The processes and procedures for securing and managing removable media.

   c. The processes and procedures for destruction of data prior to disposal of media.

   d. The processes and procedures for managing and auditing user system and application accounts and privileges, including development and support personnel.

   e. The processes and procedures for monitoring and reporting attempts at unauthorized access to the system and/or application. All security incidents shall be reported to the State Project Manager in a Security Incident Report.

   f. The processes and procedures for monitoring and reporting the disclosure of confidential information.

   g. How the plan shall conform with ISO 17799.

4. The System Security Plan shall clearly identify the roles and responsibilities of the Contractor, the State Data Center, HHSDC Network Services, CDSS, and counties in executing the System Security Plan.

5. The Contractor shall perform system security according to the System Security Plan with support from the State Data Center and HHSDC Network Services. The Contractor shall verify and validate system security processes and adherence to those processes as part of the Quality Assurance Program (Paragraph 5.3.3, Process Assurance).

6. The System Security Plan shall be evaluated and updated at least annually.

7. The Contractor shall support the State Data Center audits to be conducted by CDSS Independent Verification and Validation (IV&V) at least annually.

8. The System Security Plan shall have provisions to ensure the State Data Center can maintain the operating system at a minimum C2 rating under the Trusted Computer System Evaluation Criteria published by the NCSC (5200.28-STD). DEPARTMENT OF DEFENSE, TRUSTED COMPUTER SYSTEM EVALUATION CRITERIA, DOD 5200.28-STD, published by the National Computer Security Center (NCSC) or its equivalent under the Common Criteria Evaluation and Validation Scheme (CCEVS).

9. Health Insurance Portability and Accountability Act (HIPAA) of 1996. To the extent and in the manner determined to be applicable by CDSS and DHS, CMIPS II shall comply with HIPAA in cases where State law is not more stringent. The System Security Plan shall ensure compliance with the following finalized regulations:

   a. Standards for Electronic Transactions.

   b. Standards for Privacy of Individually Identifiable Health Information.

   c. Standards for Security

10. The Contractor shall ensure that the State is in compliance with the following proposed rules when they are finalized, including the National Standard Employer Identifier.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.6 Backup and Recovery

Requirement(s)

1. The Contractor shall develop, deliver, and maintain a Backup and Recovery Plan that describes in detail the processes and procedures to satisfy the following requirements in both production and non-production environments for CMIPS II, which includes systems hosted by the Contractor and the State Data Center.

   a. All data files shall be backed up on a regular schedule. Non-critical files, i.e., files without which users can still support the business, shall be recoverable to the end of the prior business day at a minimum. Critical files shall be journalized to allow restoration up to the last committed transaction.

   b. All system maintained files shall be backed up where required to permit recovery to the end of the prior business day. These files shall include, but are not limited to, user definition files, operating system files, and software setup files.

2. Backup and recovery procedures shall be developed and published as part of the Operations Plan.

    a. The backup and recovery procedures shall include all data stored within the enterprise environment including, but not limited to, print and report files generated by the application. Data stored on user workstations is not the responsibility of the Contractor.

    b. The procedures shall be updated to be current for each recovery test.

    c. The recovery procedures shall include how the data files shall be synchronized to a point in time relating to journalized files and non-journalized files.

    d. In cases where files are not backed up, e.g., operating system files or application executables, the recovery procedures shall define how these files are reinstated to the system.

3. Prior to Pilot Operation, the Contractor, with support from the State Data Center and HHSDC Network Services, shall successfully test and publish the results of the backup and recovery procedures. Success is defined as recovering the system from major failure or corruption such as disk failure, virus infection, or database corruption to the latest committed transaction without data loss or loss of data integrity.

4. The Contractor, with support from the State Data Center and HHSDC Network Services, shall successfully test the backup and recovery procedures by recovering the production environment to an alternate system on a quarterly schedule. The results, including the length of time required to fully recover the system operationally, shall be recorded and submitted in writing to the State Project Manager within two (2) business days of the test.

5. The Contractor, with support from the State Data Center and HHSDC Network Services, shall fully recover the application to the point where users can resume work in no longer than six (6) hours. The Contractor shall check critical data files, e.g., databases, for corruption and data integrity prior to being backed up.

6. The Contractor shall establish, subject to approval of the State Project Manager, document and maintain the backup schedule, including incremental and full backup schedules with retention required.

7. The Contractor shall coordinate all backup off-site data storage. Any data stored outside the normal operating environment shall be secured to prevent unauthorized access and shall comply with Federal and State security and privacy regulations.

8. The Contractor shall clearly identify the roles and responsibilities of the Contractor, the State Data Center, HHSDC Network Services, CDSS, and counties in executing the Backup and Recovery Plan.

9. The Contractor shall review the Backup and Recovery Plan at least annually and update as needed.

10. The Contractor, with support from the State Data Center and HHSDC Network Services, shall execute the Backup and Recovery Plan as needed and authorized by the State Project Manager.

11. The Contractor shall check each backup to ensure it was successful.

12. The Contractor shall monitor and report on the Backup and Recovery Plan. The Contractor shall verify and validate backup and recovery processes as part of the Quality Assurance Program (Paragraph 5.3.3, Process Assurance).

13. The Contractor shall support an onsite backup and recovery audit at least annually.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.7 Data Archive

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Data Archive Plan to meet the requirements defined in Section 6, SyRS, Paragraph 7.12, Data Retention/Archive.

2. The Contractor shall execute data archiving with support from the State Data Center according to responsibilities defined in the Data Archive Plan.

3. The Data Archive Plan shall allow the effective archiving of data from the production system while maintaining system performance and availability requirements.

4. Data archived to removable media for long-term storage shall be stored in a non-proprietary format approved by the State Project Manager.

5. The Contractor shall securely store all data archived to removable media.

6. If archived data is on a medium that is retired from use at the State Data Center, the Contractor shall migrate the data to an alternate supported medium.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.8 Disaster Recovery

Disaster Recovery is the loss of the enterprise processing facility, e.g., loss of the system function due to a major catastrophe such as fire, earthquake, explosion, or flood. Successful recovery assumes that the system and application are available and that the users can perform the same business activities as before the disaster.

Requirement(s)

1. The Contractor shall develop, deliver, and maintain a Disaster Recovery Plan (DRP) to document how, upon complete loss of the enterprise environment, the operational application functions can be successfully recovered to the end of business on the prior business day within four (4) days, and non-critical application functions within six (6) days, of the disaster.

2. The Contractor shall include in the Disaster Recover Plan the use of the State Data Center provided facility, hardware, network, and personnel.

3. The Contractor shall coordinate the Disaster Recovery Plan with all entities involved in the execution of the DRP.

4. The Contractor shall coordinate the Disaster Recovery Plan with the CMIPS Project Office and CDSS APB.

5. The Contractor, in coordination with the State Data Center, shall conduct a successful DRP test prior to Pilot Operation and at least bi-annually thereafter. The DRP Results shall be delivered within ten (10) business days of testing.

6. The Disaster Recovery Plan shall be updated and published prior to each DRP test.

7. The Contractor shall update and publish the Disaster Recovery Plan with any changes, improvements, or corrections resulting from each DRP test.

8. In the event of a disaster, the Contractor shall support the State Data Center in executing the Disaster Recovery Plan with prior approval from the State Project Manager.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.9 Customer Service/Help Desk

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Customer Service Plan, which defines the organization, processes and procedures implemented to support the user base.

2. The Contractor shall provide service to users in accordance with the Customer Service Plan.

3. The Contractor shall provide a central help desk, accessible by the users via a local or toll-free number and Extranet. The Contractor shall accept issues from system users to the Contractor issue-tracking tool from the user's workstation. In addition, the Help Desk staff shall accept potential issues from users via phone, Email, fax, and the Extranet and enter the issue in the issue-tracking tool on behalf of the system user. The help desk shall be the primary point of contact with the user community and as such provides coordination of production application and procedural issues.

4. To provide effective user support, the help desk shall be staffed with people thoroughly trained in the application.

5. The help desk shall be staffed at all times when the system is scheduled to be available for online processing. Requests shall be responded to in no more than 10 minutes. Outside of available hours, inquiries shall be responded to in no more than two (2) hours.

6. The Contractor shall document, track and update each help desk inquiry from initiation through resolution, as required in Paragraph 3.2.4, Issue Management, using an automated system as described in Section 6, SyRS, Paragraph 7.1.5, Issue Tracking System.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.4.10 System Administration Reporting and Metrics

Requirement(s)

1. The Contractor shall deliver a monthly Operations Management Report to the State Project Manager which includes, but is not limited to, the following:

    a. Summary of operational issues arising in the current timeframe and status of any unresolved issues from prior timeframes

    b. Status of any planned infrastructure, hardware, and/or software changes

    c. Monthly system performance metrics and compliance, including the following:

      i)   System Availability

      ii)   Scheduled Downtime with explanation

      iii) Unscheduled Downtime with explanation and resolution

      iv)   Average system response times both over the period and specifically for the one (1) hour that system response was slowest. This information shall be available at the individual task level

      v)   System resource utilization through the month, including but not limited to CPU, Network, Memory and Disk

      vi)   Batch processing performance during the month, including job runtimes

    d. Explanation of any performance anomalies during the reporting period, including activities to resolve and prevent further occurrences

e. Explanation of any failures, including activities to resolve any potential for future occurrences

f. All planned operations and maintenance activities scheduled for the next month

g. Summary of operations and maintenance activities.

2. The Contractor shall submit to the State Project Manager a Daily Production Status Report including, but not limited to, the following:

a. Summary of all problems by category

b. Description of all critical or serious problems

c. Summary of all failures to achieve service level objectives, with explanations.

3. As part of the Monthly Project Status Report, the Contractor shall report Help Desk metrics, by category and priority, including inquiry volume, including, but not limited to, calls, emails, faxes, and Extranet entries.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5   Statewide Implementation

The purpose of the system implementation is to plan and execute the activities necessary to transition from operations with the existing system to an operation with the new system during the DDI phase or the updated system within the M&O phase without disrupting service to the system users or PCSP/IPW/IHSS-R program consumers. System Implementation involves analysis, planning, scheduling, and staffing for the following activities:

*   Business Change Management

*   System deployment preparation

*   Data Initialization

*   Training

*   Public Outreach

*   Release Installation

*   Pilot Operation

*   County, CDSS, and external partner deployment

*   Business Services Migration

*   Help Desk

*   Post Site Implementation Review

*   Implementation Reporting and Metrics.

4.5.1 Implementation Roles and Responsibilities

The implementation of CMIPS II is a coordinated effort among the Contractor, the State Data Center, HHSDC Network Services, Project Office, Program Sponsor, Incumbent Contractor, and users. The same coordinated effort, excluding the Incumbent Contractor, is needed for CMIPS II modifications after DDI.

4.5.2 Statewide Implementation Planning

Los Angeles County constitutes about forty-two (42) percent of the Recipients for the CMIPS II system, and close to one-third (1/3) of the IHSS/CMIPS employees that need to be trained. Los Angeles (LA) County PCSP/IPW/IHSS-R records are found in eleven (11) distinct districts located in twelve (12) locations, and administered from one administrative office. The State Project Manager recommends that Los Angeles County be implemented in a parallel implementation effort with the other fifty-seven (57) counties. It is further recommended that implementation in one (1) district office within LA County be successfully completed prior to proceeding with County-wide implementation.

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Statewide Implementation Plan, which identifies key milestones, methods, processes, equipment requirements, staffing, deliverables, and success criteria that are necessary to successfully implement CMIPS II statewide.

2. The Contractor shall develop, deliver, maintain and execute a Statewide Implementation WPU to supplement the Master Work Plan, as described in Paragraph 3.1.2, Master Work Plan, to show all the major activities of implementation, including business change management, data cleanup, data conversion, training, site preparation, system deployment, and Public Outreach. More detailed work plans for each major area of implementation, with the exception of Public Outreach, shall also be prepared as time gets closer to the activity and more detail is known. Such work plans include the following:

   a. Business Change Management Plan (to meet the requirements of Paragraph 4.5.3.1, County Business Change Management)

   b. Data Cleanup WPU (to meet the requirements of Paragraph 4.5.4.1, Data Cleanup)

   c. Data Conversion WPU (to meet the requirements of Paragraph 4.5.4.2, Data Conversion)

   d. Statewide Site Preparation WPU (to meet the requirements of Paragraph 4.5.4.3, Site Preparation)

   e. Training WPU (to meet the requirements of Paragraph 4.5.4.4.1, Training Planning)

   f. County Deployment WPU Template (to meet the requirements of Paragraph 4.5.7.1, County Deployment Planning)

   g. Business Services Migration WPU (to meet the requirements of Paragraph 4.5.9, Business Services Migration).

3. The Statewide Implementation Plan and Statewide Implementation WPU shall include tasks to be performed by State, County, external partner, and Incumbent Contractor resources.

4. The Statewide Implementation Plan and Statewide Implementation WPU shall coordinate key tasks and activities with the Project Master Plan (Paragraph 3.1.1) and Master Work Plan (Paragraph 3.1.2).

5. The Statewide Implementation Plan and Statewide Implementation WPU shall be developed and delivered incrementally. During the initial system development, the Contractor shall deliver at least four (4) versions of the Statewide Implementation Plan and Statewide Implementation WPU; one (1) for each milestone of the System Requirements Validation Review, Detailed Design Review, Coding and Documentation Review, and Release Readiness Review.

6. The Contractor shall update the Statewide Implementation Plan and Statewide Implementation WPU as needed until after the Post Statewide Implementation Review. Each version shall build on the previous version with an increased level of detail that is commensurate with the level of detail available about the system and implementation activities.

7. For statewide implementation planning, the Contractor shall take into consideration the size, technical readiness, number of sites located within the County, staff to be trained, and complexity of data cleanup and data conversion. (Statistical references are located in the Bidder's Library, Artifact 1 - Metrics and Artifact 8 - County Desktop and User Information.)

8. The Contractor shall support implementation planning and execution by district or groups of sites as requested by counties to make the implementation more manageable.

9. The Statewide Implementation Plan shall be modularized so that if any one County has to delay its implementation it shall not jeopardize the scheduled implementation of the remaining counties or sites.

10. The Contractor shall coordinate and confirm all schedules with affected stakeholders for the statewide implementation. The Contractor shall have timely, two-way communication to keep all stakeholders informed of any changes or delays in the implementation work plans, in accordance with the Project Communication Plan.

11. The Contractor shall issue the minimum system requirements for County infrastructure to support the Counties in procurement and installation of the equipment and site preparedness. The system requirements shall be issued not less than two (2) years prior to installation being required in the County.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.3 Business Change Management

The purpose of the Business Change Management process is to assist the users in planning and smoothly implementing changes to their business processes and organization.

4.5.3.1 County Business Change Management

Requirement(s)

1. The Contractor shall prepare and deliver a statewide, county-by-county Business Process Gap Analysis detailing the differences between each County's current business processes and the business processes necessary to successfully implement CMIPS II.

2. The Contractor shall work with each County's identified Business Change Management Contact to obtain County information necessary to complete the analysis.

3. Based on the cumulative results of the Statewide Business Process Gap Analysis, the Contractor shall prepare, develop, deliver, maintain and execute a Business Change Management Plan to facilitate the successful transition to the new system.

4. This plan shall include templates for use by the counties to develop individual County Business Change Management Plans. Development of the plan shall include a Focus Group Review Session with change management contact representatives of all levels of County readiness identified in the gap analysis, to a maximum of thirty (30) participants. The Counties shall then be able to customize the templates to meet their individual needs.

5. The Statewide Business Change Management Plan shall include, but not be limited to, the following items:

   a. Templates for documents to assist managers in organizational change management

   b. Templates for documents to assist managers in business process change management

   c. Guides for Tools and Techniques for internal County Business Change Management communications.

6. The Contractor shall facilitate one (1) change management session per region (Northern, Central, Valley Mountain, and Southern) per year, with up to two (2) participants per County within the region to help them review the year's activities against the plan, record lessons learned, and update the Business Change Management Plan for the next year. The Contractor shall create and distribute the agenda and minutes from these meetings. The Counties shall maintain and execute their County Business Change Management Plans.

7. The Contractor shall report business change management status as part of the Monthly Project Status Report and weekly project status meetings.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.3.2 State Business Change Management

Requirement(s)

1. The Contractor shall develop and deliver an APB Business Process Gap Analysis identifying changes needed in the APB business processes in order to support the use of CMIPS II.

2. Based on the APB Business Process Gap Analysis, the Contractor shall develop, deliver, maintain and execute an APB Business Change Management Plan. The APB Business Change Management Plan shall include, but not be limited to, the following items:

   a. Industry accepted Best Practices Guidelines for Business Process and Organizational Change Management

   b. Templates for documents to assist Managers in organizational change management

   c. Templates for documents to assist Managers in business process change management

   d. Guides for Tools and Techniques for internal Business Change Management communications.

3. The Contractor shall conduct a Review Session with change management representatives of APB identified in the gap analysis. The Contractor shall facilitate three (3) change management sessions per year (i.e., one per APB Systems, Policy and Quality Assurance functions) to help them review the year's activities against the plan, record lessons learned, and update the APB Business Change Management Plan for the next year. The Contractor shall create and distribute the agenda and minutes from these meetings.

4. The Contractor shall develop and deliver a Statewide Policy Impact Plan identifying impacts to current and planned PCSP/IPW/IHSS-R policies. The Contractor shall work with APB Policy Bureau staff to identify and recommend solutions for changes needed to existing policy and potential areas requiring new policy.

5. The Contractor shall report business change management status as part of the Monthly Project Status Report and weekly project status meetings.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4 System Deployment Preparation

The Contractor is responsible for activities to help prepare the State, counties, and external partners for the system deployment, including the following:

- Data Cleanup

- Data Conversion

- Site preparation

- Training

4.5.4.1 Data Cleanup

Requirement(s)

1. Prior to the data being used in the production system, Tthe Contractor shall be responsible for the data cleanup to ensure there are no data errors or inconsistencies prior to data conversion.

2. Along with the Statewide Implementation Plan the Contractor shall develop, deliver, maintain and execute a Data Cleanup Plan to ensure all legacy data shall be accepted by CMIPS II. The Data Cleanup Plan shall include but is not limited to the following:

   a. Explanation of the strategy and methods for data cleanup

   b. Description of data cleanup activities

   c. Description of tools and procedures used to identify and report potential data issues

   d. Description of automated tools and procedures to automatically manipulate data

   e. Estimates of Contractor, State, and County resources required to support the cleanup effort

   f. Data cleanup schedule

   g. Description of the Contractor method to substantiate the error reduction

3. As part of data cleanup, the Contractor shall perform the following:

   a. Manage and coordinate the data cleanup effort

   b. Identify and report data errors and inconsistencies that would prevent the legacy data from loading and passing validations or rules, or would cause reporting errors in CMIPS II

   c. Ensure no data is lost

   d. Provide training required to enable the State and County personnel to interpret the reports and use any automated tools to correct data

   e. Oversee and coordinate County and State manual data cleanup efforts

   f. Prepare and distribute data cleanup assessments to the designated County and State personnel

   g. Prepare and distribute status reporting of progress and planned effort on a monthly basis both to individual counties and to the State Project Manager

   h. Design, develop, and deliver automated cleanup tools

   i. Provide support for the operation of automated data cleanup tools

j. The data cleanup process and tools shall adhere to the Configuration Management Plan as defined in Paragraph 3.2.6, Configuration Management, including data control and recovery.

4. The Contractor shall develop, deliver, maintain and execute a detailed Data Cleanup WPU defining how the above tasks shall be completed.

5. The Contractor shall complete data cleanup activities according to plans prior to data conversion in each County. The Contractor shall support the State's Data Cleanup Review for each County to ensure all data cleanup activities were successfully completed and the resulting data is accurate and complete.

6. Once initial County data cleanup is completed prior to conversion, the Contractor shall continue to run sweeps of the legacy data up to the time the County is converted to ensure that data issues are not introduced after the initial data cleanup. All software developed to support the Data Cleanup Plan shall be developed in accordance with the System Development Plan defined in Paragraph 4.1.1, System Development Planning.

7. The Contractor shall report the status of data cleanup in the Monthly Project Status Report and weekly project status meetings. The report shall include metrics to assess the size of effort and percent complete for data cleanup per County.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.2 Data Conversion

Requirement(s)

1. The Contractor shall convert the existing data in the CMIPS Legacy database for use with the new CMIPS II system. See Artifact 2 - Current System Data Dictionary, located in the Bidder's Library, for a description of the current database LDD.

2. The Contractor shall extract, convert, and load all data to support the business processes associated with CMIPS II. The conversion effort shall minimize disruption to County and State operation.

3. The Contractor shall develop, deliver, maintain and execute a Data Conversion Plan that addresses data conversion, which includes the following:

   a. Conversion Method - An automated method of conversion that requires minimal intervention from State and County staff

   b. Conversion Control - A means to control the conversion of selected Counties

   c. Conversion Reporting - A mechanism for identifying and reporting conversion errors

   d. Conversion Reconciliation - A method to reconcile converted data and differentiate between converted data versus new system data

   e. Conversion Preparation:
      i)   File and/or database names and descriptions
      ii)   File structures
      iii) Conversion rules
      iv)   Dependencies
      v)   Conversion acceptance criteria

   f. Conversion Procedures:

      i)   Automated procedures, e.g., conversion programs

      ii)   Manual procedures (data entry procedures) and resource requirements

      iii)   Conversion verification procedures

   g. Activities required to perform file balancing and control

   h. Special conversion training, such as conversion data entry, file balancing and control

   i. The number and type of support staff and required time frames

   j. Data verification and validation

   k. Conversion Timeline - The schedule of activities to complete conversion at implementation.

4. The Contractor shall develop, deliver, maintain and execute a detailed Data Conversion WPU defining how the above tasks shall be completed.

5. The Contractor shall support the State's Data Conversion Reviews to ensure all data conversion activities were successfully completed for a County and the resulting data is accurate and complete.

6. All software developed to support the Data Conversion Plan shall be developed in accordance with the System Development Plan defined in Paragraph 4.1.1, System Development Planning.

7. For data not in the Legacy CMIPS System, the Contractor shall identify and populate fields where derived or default values are identified.

8. Where possible, the Contractor shall implement automated techniques to migrate data to reduce the burden of any data entry by the County.

9. The Contractor shall report the status of data conversion in the Monthly Project Status Report and weekly project status meetings.

10. After conversion, and prior to production, the Contractor shall verify that the data was accurately converted to the new system and that no data was inadvertently lost.

     Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.3 Site Preparation

The Contractor has overall responsibility for coordination of statewide site preparation and monitors organizations to ensure all the sites are prepared in accordance with specifications and the statewide implementation schedule. There are five (5) types of production sites to be prepared for implementation of the system, as follows:

- The State Data Center hosts the production application, support tools, and test equipment

- HHSDC Network Services hosts the WAN

- The CDSS site hosts its office equipment including workstations, printers, and the CDSS LAN

- The County and State sites that provide PCSP/IPW/IHSS-R services that require CMIPS II System access are responsible for their desktop equipment and WAN/LAN. The counties may also be the sites for the Forms Architecture, which is the Contractor's responsibility to install and maintain.

- The Contractor is responsible for hosting the central Timesheet Processing equipment

The number of County sites and the number of State sites with supporting infrastructure details can be found in the Bidder's Library, Artifact 8 - County Desktop and User Information.

Requirement(s)

1. The Contractor shall have overall responsibility for coordination of statewide site preparation and shall monitor other organizations to ensure all the sites are prepared in accordance with specifications and the statewide implementation schedule.

2. The Contractor shall develop, deliver, and maintain a State Data Center Site Specification, CDSS Site Specification, and County Site Specification that meet the following:

   a. Provide a detailed list of minimum hardware and software requirements

   b. Include software requirements with product names, version numbers, number of licenses needed for full implementation, function, and operating system requirements

   c. Include installation and configuration guidelines for the counties to use in configuration of all hardware and software

   d. Include network capacity specifications for the counties, external partners and HHSDC Network Services to use in capacity planning.

3. The Contractor shall update and deliver the Statewide Implementation Plan, including a detailed Statewide Site Preparation WPU, which shall include:

   a. Identification of high-level tasks for the evaluation of system requirements, installation, testing, verification, and certification of State and County infrastructures

   b. Identification of network, workstation, printer, software, and any other data processing equipment, products, or services necessary for the operation of CMIPS II at all implementation sites

   c. Identification of roles, responsibilities, and activities for the County, State, interface agency, and any other related users to complete site preparations to implement CMIPS II.

4. The Contractor shall monitor the other organizations' preparation activities according to approved plans. The Contractor shall report site preparation status as part of the Monthly Project Status Report. The monthly report shall include, but is not limited to, statewide metrics for the following:

   a. Percent complete for each site preparation

   b. Actual progress versus scheduled progress for each site

   c. Any issues identified including those for tasks that are not the responsibility of the Contractor.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4 Training

Requirement(s)

1. The Contractor shall provide initial and ongoing training for entities that shall require access to or operational knowledge of the CMIPS II system.

2. The Contractor's Training Manager shall perform administrative activities associated with training such as class scheduling, student registration, coordinating and distributing training material, and collecting and processing surveys.

3. For each classroom training session, the Contractor shall administer a Student Survey, developed by the CMIPS Project Office to rate the instructor, instruction content, presentation, facility, and training materials, and to provide suggestions for improvement. The Contractor shall summarize the results in the Monthly Survey Metrics to be included in the Monthly Project Status Report. The Contractor shall provide a copy of the actual completed Student Surveys, upon request, to the State Project Manager within five (5) days of the request. The Contractor shall correct deficiencies or improve training as identified in the surveys as required or approved by the State Project Manager.

4. For self-paced training the Contractor shall administer a Student Survey, developed by the CMIPS Project Office to rate the instruction content and presentation, and to provide suggestions for improvement. The survey shall be available to anyone with access to the self-paced training. The Contractor shall summarize the results in the Monthly Survey Metrics to be included in the Monthly Project Status Report. The Contractor shall provide a copy of the actual completed Student Surveys, upon request, to the State Project Manager within five (5) days of the request. The Contractor shall correct deficiencies or improve training as identified in the surveys as required or approved by the State Project Manager.

5. For training purposes, the Contractor shall categorize user roles as Program Oversight, Case Management Operations, Payroll Operations, Administrative Support, Public Authority Support and Technical Application Support, as follows:

   a. Program Oversight shall include, but is not limited to, APB Staff roles and County Management roles

   b. Case Management Operations shall include, but is not limited to, Social Worker Supervisors and Social Workers user roles

   c. Payroll Operations shall include, but is not limited to, Payroll Supervisors and Payroll Clerks user roles

   d. Administrative Support shall include, but is not limited to, clerical and data entry staff user roles

   e. Public Authority Support shall include, but is not limited to, PA staff assigned to produce and use reports authorized for Public Authorities

   f. Technical Application Support shall include, but is not limited to, State and County technical staff who assist in the support of the application.

6. The Contractor shall offer the State and Counties multiple training options, including the following:

   a. Classroom training for users by role

   b. Classroom training for staff who are first time trainers. This training shall be referred to as "New Train-the-Trainer"

   c. Classroom training for staff who have completed New Train-the-Trainer training and need instruction for training line staff on system change. This training shall be referred to as "Ongoing Train-the-Trainer"

   d. Self-paced, continuously available tutorials staff can use from County staff worksites

   e. Fee-based CMIPS II classroom training for users by role. This training shall be available to counties to purchase after implementation.

7. The content of the role-based training shall include the following:

   a. Explanation of CMIPS II functionality, navigation, and operation for the user's role

   b. Hands-on demonstration and practice of CMIPS II functionality, navigation, and operation for the user's role

   c. Explanation of the impact to business processes and procedures

   d. Explanation of form changes

   e. Explanation of reporting functionality

   f. Explanation of user documentation

   g. Hands-on demonstration and practice of online help tools

   h. Explanation of self-paced tutorials

   i. Explanation of problem reporting and issue resolution processes.

8. The content of the New Train-the-Trainer training shall include the following:

   a. How to be a Trainer

   b. Explanation of CMIPS II functionality by user role

   c. Hands-on demonstration of CMIPS II functionality by user role

   d. Explanation of user documentation

   e. Hands-on demonstration of online help tools

   f. Hands-on demonstration of Self-paced tutorials

   g. Explanation of problem reporting and issue resolution processes

   h. Explanation of the impact to business processes and procedures

   i. Explanation of form changes

   j. Explanation of reporting functionality

   k. Explanation of how to implement Organizational Change Management.

9. The content of the Ongoing Train-the-Trainer training shall include the following:

   a. Explanation of CMIPS II changes by user role

   b. Hands-on demonstration of CMIPS II changes by user role

   c. Review of changes to user documentation

   d. Hands-on demonstration of online help tools

   e. Hands-on demonstration of Self-paced tutorials

   f. Explanation of the impact to business processes and procedures Explanation of form changes

   g. Explanation of reporting functionality.

10. Training shall be conducted at State or County provided sites in Northern and Southern California as approved by the State Project Manager. The State or County provided sites include workstations and connectivity to the HHSDC Network Services WAN.

     Bidder agrees to the above requirement(s)? YES _____NO _____

4.5.4.4.1 Training Planning

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Training Plan, which includes descriptions of course objectives, course curriculum, Training Materials, training methods, staffing, equipment, and schedules for all training.

2. For the DDI phase, the Training Plan shall include the amount of training hours, number of students, and number of classes estimated to be necessary during the DDI phase for each County categorized by user role, type of training, and location. The training estimate shall include grand totals for the statewide implementation for all users and by user roles.

3. For the M&O phase, the Training Plan shall include the amount of training hours, number of students, and number of classes estimated to be necessary for the current and following State fiscal year for each County categorized by user role, type of training, and location. The training estimate shall include grand totals for the statewide training per fiscal year for all users and by user roles.

4. The Contractor shall develop, deliver, maintain and execute a detailed Training WPU to supplement the Master Work Plan (Paragraph 4.5.2, Statewide Implementation Planning). The Contractor shall update the Training Plan and Training WPU semi-annually to reflect initial training, ongoing training, and additional training required for updated CMIPS II releases.

   a. For initial training, the Contractor shall coordinate the Training Plan and Training WPU with each County-prepared County Deployment Work Plan (Paragraph 4.5.2, Statewide Implementation Planning, and Paragraph 4.5.7.1, County Deployment Planning) and the Statewide Implementation Plan to assure that training is completed prior to system deployment in that County.

   b. For ongoing training, the Contractor shall coordinate with the counties and CDSS APB staff to identify training needs and schedule training for each calendar year subject to the State Project Manager approval.

   c. The training schedule shall show training projections for at least the current and the subsequent fiscal years.

5. The Contractor shall develop, deliver and distribute an Annual Training Calendar for all CMIPS II users by May 30th of the preceding calendar year subject to the State Project Manager approval. The Contractor shall publish the Annual Training Calendar on the CMIPS II website. The Contractor shall notify users of any changes to the Annual Training Calendar via the CMIPS II website throughout the year.

6. The Contractor shall coordinate the Training Plan with the State and County budget processes to ensure adequate resources are available.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4.2 Implementation Training

Requirement(s)

1. During the DDI phase, the Contractor shall provide classroom training for each CMIPS II user role and for new Train-the-Trainer staff for all entities that shall require access to or

operational knowledge of the CMIPS II system. User Roles are identified in Artifact 4 - User Roles, located in the Bidder's Library.

2. The Contractor shall complete classroom training for each user prior to the CMIPS II deployment to the user's site but no earlier than two (2) months prior to the deployment, or as approved by the State Project Manager.

3. The Contractor shall limit classroom training to no more than twenty (20) students per class unless otherwise approved by the State Project Manager.

4. The Contractor shall provide one (1) set of Training Materials per student per class unless otherwise approved by the State Project Manager.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4.3 Ongoing Training

Requirement(s)

1. The Contractor shall provide two (2) Ongoing Train-the-Trainer classes per year to provide training for system updates and to refresh training skills and system knowledge learned in previous training sessions. One class shall be held in a State or County facility in Northern California and one class shall be held in a State or County facility in Southern California.

2. The Contractor shall provide six (6) additional training classes per year for new staff, where two (2) of the classes shall be for Newcomer Train-the-Trainer and four (4) of the classes shall be for Newcomer Role Based Training for user roles as specified by the State Project Manager. Classes shall be held in a State or County facility in Northern California or Southern California as approved by the State Project Manager.

3. The Contractor shall require a minimum of ten (10) participants and a maximum of 20 participants per classroom training session unless otherwise approved by the State Project Manager. If less than ten (10) participants enroll in a class, the Contractor may cancel the session and notify participants no later than one week prior to the training session date.

4. The Contractor shall provide training on the current application version in production or, if directed by the State project Manager, on an upcoming release.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4.4 Self-Paced Training

Requirement(s)

1. The Contractor shall develop, maintain, and deliver to the State Project Manager, a Self-Paced User Training Solution that can be accessed from every site implementing CMIPS II.

2. The Self-Paced User Training Solution shall allow the users, using the desktop configuration identified as the minimum specification required for running CMIPS II, to train and or practice on the user-role based functionality, navigation, and operational processes of the CMIPS II system.

3. The Self-Paced User Training Solution shall be, at a minimum, available in at least one of the following formats: PC-Based, Web-based, or interactive CD. This training shall be designed for users new to the system and for minor system changes.

4. For initial training during the DDI phase, the Contractor shall make the Self-Paced User Training Solution available to CMIPS II users no later than two (2) weeks prior to implementation at the user's site.

5. For ongoing training purposes during the M&O phase, the Contractor shall update and distribute the Self-Paced User Training Solution updated for functionality changed by a Maintenance Release at least three (3) business days prior to the Maintenance release implementation at the user's site, as approved in a Release Management Plan and Release Management WPU defined in Paragraph 4.3.5.1, Release Management Planning.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4.5 Fee-Based CMIPS II New User Training

Requirement(s)

1. During M&O, upon written approval of the State Project Manager, the Contractor shall make additional classroom training available at the cost per session per student based on the rates established for the M&O Phase - Contractor Services - Operations – Training in Exhibit 4, Rates and Pricing of the Contract. Training shall be for Newcomer Train-the-Trainer, Ongoing Train-the-Trainer, and Role Based Training and shall be available to authorized entities that meet the following:
   a. Provide the training facility and desktop equipment.
   b. Guarantee a minimum of ten (10) participants per classroom training.
      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.4.6 Project Support Training

Requirement(s)

1. The Contractor shall, unless otherwise approved by the State Project Manager, provide instruction to the Project and State staff on Contractor tools and procedures used in support of the Project. Contractor tools may include database and software applications for project management, issue tracking, change control, configuration management, help desk, requirements management, system testing, and system development. Contractor procedures include the process followed when using Contractor tools.

2. Starting the month following Contract Award, the Contractor shall provide instruction to up to five (5) people for each tool and procedure.

3. The Project Support staff instruction for Contractor tools and procedures shall include the following:
   a. Explanation of functionality, navigation, and operation for the tool
   b. Hands-on demonstration and practice with operating the tool
   c. Explanation of user documentation
   d. Hands-on demonstration and practice with online help, if applicable
   e. Explanation of Self-paced tutorials, if applicable
   f. Explanation of process(es) that use the tool.

4. For ongoing Project Support Staff training, the Contractor shall provide for additional, tool-specific sessions at the direction of the State Project Manager as Project staffing needs

require with a maximum of one classroom training session per year per tool for up to 10 participants at a facility provided by the State Project Office.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.5 Training Materials

Requirement(s)

1. The Contractor shall develop or secure all Training Materials for the training defined in Paragraph 4.5.4.4, Training.
2. During the initial System Development Phase, the Training Materials shall be delivered at least three times: once for the Detailed System Design Review, once for the Coding and Documentation Review, and once for the Release Readiness Review.
   a. The Detailed System Design Review version of the Training Materials shall include at least the class syllabuses and Training Materials outlines.
   b. The Coding and Documentation Review and Release Readiness Review versions shall be fully developed Training Materials.
   c. Following the Coding and Documentation Review, the Contractor shall update Training Materials to reflect the as-built system for the remainder of the Contract.
   d. The Contractor shall deliver updated Training Materials as part of the Functional Test Review for every application release except emergency releases.
3. The Contractor shall inform users and trainers of updates and modifications to all Training Materials and CMIPS user's manuals.
4. The Contractor shall provide trained users and train-the-trainer graduates online access to all current Training Materials including, but not limited to, the following:
   a. Training guides and materials
   b. Workbooks
   c. Documentation of changes to Training Materials
   d. Updated procedures and functionality of CMIPS II
   e. Presentation materials
   f. Course curriculum
   g. Training resources
   h. CMIPS User's Manuals
   i. Technical Product Manuals.
      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.4.6 Public Outreach

The implementation of CMIPS II significantly impacts both the PCSP/IPW/IHSS-R Recipients and Providers. Recipients and Providers need support and training to transition from the Legacy CMIPS System to CMIPS II business practices.

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Public Outreach Plan to include descriptions of material, delivery methods, procedures for establishing and maintaining contact lists, and schedules for delivery of material.

2. The Contractor shall prepare Public Outreach Material on transitioning from Legacy CMIPS System to CMIPS II timesheets.

3. The Contractor shall prepare different Public Outreach Material for Providers and Recipients and shall deliver the appropriate material to each Provider and Recipient through the United States Postal Service prior to the CMIPS II deployment but not earlier than one (1) month prior to the deployment, or as approved by the State Project Manager.

4. The Public Outreach Material for Recipients shall be available in the languages referenced in Section 6, SyRS, Paragraph 7.8.1, Language Support.

5. The Public Outreach Material for Providers shall be available in English.

6. All Public Outreach Material shall have a Flesch Reading Ease score of at least 70.

7. The Contractor shall, in coordination with the counties and the CMIPS Project Office, develop and maintain a statewide list of contacts to be used for the ongoing distribution of the Public Outreach Materials.

8. The Contractor shall update and deliver, unless otherwise approved by the State Project Manager, to Providers and Recipients, Public Outreach Materials when either the format of or instructions for Timesheets change.

9. For the life of the Contract, the Contractor shall, unless otherwise approved by the State Project Manager, have two informational mailings per year to the Recipients and/or Providers containing material specified by the CDSS Adult Programs Branch. The Contractor shall prepare, print, and mail the material as approved by the State Project Manager. The material shall not be more than can be printed on two sides of two pieces of letter-sized paper plus a business envelope for return mail.

10. The Contractor shall keep current versions of Public Outreach Materials available on the CMIPS II website.

11. The Contractor shall report Public Outreach activities and results as part of the Monthly Project Status Report and weekly project status meetings.

      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.5 Release Installation

Requirement(s)

1. The Contractor shall, with approval from the State Project Manager of the Release Readiness Review, install the approved application release in accordance with the Contractor's Release Installation Procedures.

2. After release installation, the Contractor shall execute the Post Installation Verification Test to ensure that the installed components met the requirements. During the M&O phase, the Post Installation Verification Test for each Maintenance Release shall be prior to the next scheduled production available time. If the test fails, the Contractor shall immediately, and prior to the next production availability time, notify the State Project Manager or his/her designee.

3. No later than two (2) business days after any release, the Contractor shall participate in a Post Installation Review with the CMIPS Project Office to identify any issues arising from the release, lessons learned from the process, and suggestions for process improvements.

4. If the Post Installation Verification Test fails and subject to the approval of the State Project Manager the Contractor shall execute the Release Back-Out Plan prior to the next production availability.

5. If required by the Architecture Design Specification and the Release Management Plan, the Contractor shall release the Client application into the production environment.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.6 Pilot Operation

Pilot Operation during DDI is conducted in parallel with the daily production operations of the Legacy CMIPS System. All CMIPS II operations are validated against the Legacy CMIPS System. Pilot Operation is not intended to process 100 percent of all system transactions but rather to process a representative sampling of transactions from all business processes.

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Pilot Operation Plan. The Pilot Operation Plan shall provide a detailed description of all operations required to ensure that all of the system, interfaces, and components comply with the requirements and specifications. The Pilot Operation Plan shall perform the following:

   a. Define the Pilot Operation philosophy (including objectives, required levels or types of testing, and basic strategy).

   b. Describe operations including the following:
      i) The expected schedule for formally exercising the entire system
      ii) How each phase of the operation is determined to be complete and the formal reports/debriefings conducted for each phase of the Pilot Operation
      iii) The processes and procedures that shall be used by the Contractor for releasing, analyzing, and reviewing results.

   c. Describe all levels of operation including the following:
      i) Software
      ii) Interfaces
      iii) Network connectivity including WAN
      iv) Operating system scripts
      v) Distribution scripts
      vi) Installation verification
      vii) Enterprise management integration.

   d. Identify all planned levels of operations including the following:
      i) Data conversion
      ii) Facilities/tools to be used
      iii) Staff/resources.

2. The Contractor shall conduct Pilot Operations in two (2) selected counties within a seventy-five (75) mile radius of the CMIPS Project Office, in accordance with IEEE 12207-1996, Paragraph 5.3.13, Software Acceptance Support, and in accordance with the Pilot Operation Plan. The Pilot Operations shall continue for a minimum of one (1) calendar month, and shall include at least two (2) complete payroll periods and one (1) complete monthly reporting cycle.

3. The Contractor shall provide sufficient resources to perform County data entry tasks during Pilot Operation.

4. Prior to conducting Pilot Operation, the Contractor shall complete the following System Implementation activities for each test County:

   a. Statewide Implementation Plan (Paragraph 4.5.2)

   b. Project Communication Plan (Paragraph 5.1)

   c. County Business Process and Organizational Change Management (Paragraph 4.5.3.1)

   d. Training as described in Paragraph 4.5.4.4 and subparagraphs.

   e. Site Preparation as described in Paragraph 4.5.4.3

   f. Data Cleanup as described in Paragraph 4.5.4.1

   g. Data Conversion as described in Paragraph 4.5.4.2.

5. Pilot Operation shall include all System Operations as defined in the Operations Plan, as described in Paragraph 4.4.1, System Operation Planning.

6. Pilot Operation shall include all program support activities as defined in all subparagraphs of Paragraph 4.6, Program Support.

7. The Contractor shall coordinate activities with the Legacy CMIPS System Contractor to validate results.

8. Upon completion of each Pilot Operation, the Contractor shall deliver an Operations Management Report, as defined in Paragraph 4.4.10, System Administration Reporting and Metrics.

9. On completion of Pilot Operation, the Contractor shall develop and deliver a Pilot Operations Review Report detailing how Pilot Operations were performed against the plan, any Operation deficiencies, and issues resulting from Pilot Operation. The Contractor shall participate in a Pilot Operation Review, in accordance with Paragraph 5.3.4.3, Milestone Reviews, with the State Project Manager to establish that the system is ready for implementation.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.7 County Deployment

Requirement(s)

1. The Contractor shall deploy the initial and maintenance releases of the CMIPS II application to all affected work sites in all fifty-eight (58) counties in California, in coordination with the County and as described in Section 6, SyRS, Paragraph 7.2.3, Workstation Software Distribution.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.7.1 County Deployment Planning

Requirement(s)

1. The Contractor shall ensure County management in each County is informed of the activities contained in the Statewide Implementation Plan and Statewide Implementation WPU that are relevant to counties.

2. The Contractor shall prepare and deliver a County Deployment Briefing for key County managers at each County.

3. The Contractor shall support the County in customizing the County Deployment Plan Template and County Deployment Work Plan Update Template including:

   a. Evaluation of each site's readiness to support CMIPS II

   b. Suggested course of action for aligning the sites with CMIPS II requirements

   c. Estimation of effort and skills required.

4. The Contractor shall deliver at least two (2) versions of the County Deployment Plan Template and County Deployment Work Plan Update Template: one for the General Design Review and one for the Coding and Documentation Review. The Contractor shall refine the templates between deliveries based on feedback from a County/State work group planned, organized, and facilitated by the Contractor. Once the templates are complete, the Contractor shall distribute them to all the Counties.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.7.2 County Deployment Execution

Requirement(s)

1. One (1) week prior to site implementation, the Contractor, with the CMIPS Project Office and the County, shall conduct a County Deployment Readiness Review to ensure the County is fully prepared.

2. The Contractor shall coordinate each County Deployment according to the implementation and deployment plans. The Contractor shall report County/site deployment status against the Statewide Implementation Plan in the Monthly Project Status Report and weekly project status meetings.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.7.3 County Onsite Support

Requirement(s)

1. The Contractor shall prepare and deliver a Site Readiness Report for each County site, assessing that site's readiness for deployment, two (2) weeks prior to implementation at that site.

2. The onsite tasks and activities in support of each County implementation to be performed by Contractor personnel shall be included in the County Deployment Plan and County Deployment WPU.

3. The Contractor, County and CMIPS Project Office shall conduct a Site Readiness Report Review in accordance with Paragraph 5.3.4.3, Milestone Reviews.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.8 CDSS Deployment

Requirement(s)

1. The Contractor shall be responsible for deploying the initial and maintenance releases of the CMIPS II application to all affected work sites in CDSS.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.8.1 CDSS Deployment Planning

Requirement(s)

1. The Contractor shall ensure that CDSS management is informed of the activities contained in the Statewide Implementation Plan and Statewide Implementation WPU that are relevant to CDSS.

2. The Contractor shall prepare and deliver a CDSS Deployment Briefing for key CDSS managers and support CDSS in finalizing a CDSS Deployment Plan.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.8.2 CDSS Deployment Execution

Requirement(s)

1. Two (2) weeks prior to implementation, the Contractor, with the CMIPS Project Office and CDSS staff, shall conduct a CDSS Deployment Readiness Review to ensure CDSS is fully prepared.

2. The Contractor shall manage and execute the CDSS Deployment according to implementation and deployment plans. The Contractor shall report deployment status against the Statewide Implementation Plan in the Monthly Project Status Report and weekly project status meetings.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.8.3 CDSS Onsite Support

Requirement(s)

1. The Contractor shall provide personnel to support CDSS in its pre-implementation and post-implementation efforts. The CMIPS Project Office shall coordinate with the Contractor and CMIPS Project Office to ensure timely implementation and minimize any risk to initial operations. The Contractor's onsite support team shall prepare and deliver a CDSS Site Readiness Report, indicating that CDSS is ready for deployment, two (2) weeks prior to implementation.

2. The Contractor and CMIPS Project Office shall conduct a Site Readiness Report Review in accordance with Paragraph 5.3.4.3, Milestone Reviews.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.9 Business Services Migration

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Business Services Migration Plan that shall define how business processes and support services shall be transferred from the Legacy CMIPS System and the Incumbent Contractor to the CMIPS II system and Contractor to ensure those processes or services are not interrupted or degraded.

2. The Business Services Migration Plan shall include business processes defined in the System Requirements Specification and the support services identified in this SOW. The Business Services Migration Plan shall include the following:

    a. Identification of business processes and support services that shall be converted or migrated to CMIPS II from the Legacy CMIPS System

    b. List of all supporting products and processes that the Contractor shall require for transition and ongoing support of the system

    c. Support for any tasks/processes that require an interface with the Legacy CMIPS System or any other agency or system to continue effective daily processing of all systems

    d. Identification of ownership of each task/process

    e. Roles and responsibilities for each task/process

    f. Training of all staff on products and procedures

    g. Migration timeline coordinating all tasks/processes to be migrated

    h. Schedule for the conversion of software products and/or data

    i. Verification of migration of tools and/or data

    j. Planned strategy for the "ramp up" of staff and resources necessary for supporting implementation and transitional tasks and services

    k. Estimated effort of implementation staff, time, and resources necessary for implementation tasks and resources

    l. Maintenance of archived and decommissioned legacy data, database(s), and associated systems.

3. The Contractor shall deliver a detailed Business Services Migration WPU for approval by the State Project Manager. The Contractor shall transition business processes and support services according to the Business Services Migration Plan. The Contractor shall report transition status as part of the Monthly Project Status Report.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.10 Implementation Reviews

After CMIPS II is deployed to each County, CMIPS Project Office and County staff conduct a Post County Implementation Review to verify the successful completion of the deployment activities and determine if the county is fully operational. After all the Counties have been implemented, the CMIPS Project Office conducts a Post Statewide Implementation Review.

Requirement(s)

1. During the DDI phase, the Contractor shall participate in a Post County Implementation Review at the end of each County implementation to verify the successful completion of the deployment activities and determine if all County sites are fully operational.

2. The Contractor shall provide information for each review in a Post County Implementation Review Report including the following:

   a. Identification of the sites implemented.

   b. Summary of data cleanup by site

   c. Summary of data conversion by site

   d. Number of users trained by site

   e. Summary of major issues and their resolution for that County

   f. Description of any outstanding issues for that County

   g. Comparison of planned and actual implementation schedule

   h. Lessons learned that could be applied to subsequent implementations.

3. During the DDI phase, the Contractor shall participate in a Post Statewide Implementation Review within one calendar month after completion of successful implementation of the system in CDSS and all counties according to Paragraph 5.3.4.3, Milestone Reviews.

4. During the M&O phase, the Contractor shall participate in the Post Statewide Implementation Review within one week of successful implementation of each Maintenance Release.

5. The Contractor shall support the CCB audit of each production release to verify the as-built functionality and configuration meet requirements.

6. For both the DDI and M&O phases, the Contractor shall provide information for each Post Statewide Implementation Review, including the following:

   a. Comparison of the planned and actual implementation schedule.

   b. All outstanding project issues related to the implementation

   c. All outstanding system defects

   d. Lessons learned through the design, development, and implementation

7. During the DDI phase, the Contractor shall provide additional information for Post Statewide Implementation Review, including the following:

   a. Provide a graphic representation of planned and actual number of sites implemented over time.

   b. Report on the readiness of the project to move into the M&O phase

   c. Support the State's review of the Operations Plan

8. The Contractor shall document and deliver the Post Statewide Implementation Review information to the State Project Manager in the Post Statewide Implementation Review Report.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.5.11 Implementation Reporting and Metrics

Requirement(s)

1. The Contractor shall provide status reporting on implementation through the Monthly Project Status Report and weekly project status meetings, including the following:

   a. Status of implementation effort in accordance with Paragraph 3.2.1.1, Tracking DDI Activities and metrics in accordance with Paragraph 3.2.1.5, Schedule and Budget Metrics.

   b. Report of problems and effects of problems on the Statewide Implementation Plan and schedule

   c. Resource scheduling of staff and system resources.

2. Monthly implementation reporting shall include the following metrics, at a minimum:

   a. Business Change Management

      i) Number of county Business Change Management Plans reviewed and approved for both initial plans and annual updates

   b. Training

      i) Actual versus planned number of staff trained for each County and training category, including statewide totals

      ii) Training satisfaction survey results, which rate instructor, instruction content, presentation, facility, and Training Materials

   c. Site preparation

      i) Number of sites planned versus sites prepared by milestone

      ii) Number of required versus ready equipment by type, County, and site

   d. County deployment

      i) Number of deployment milestones planned versus completed by site and County

      ii) Average schedule delay, if any, for milestones completed.

      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6   Program Support

The Contractor provides support services to CDSS, counties, and other authorized users as defined in the following paragraphs.

4.6.1 Program Support Planning

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Program Support Plan, which identifies methods, schedules, high-level activities, staffing, deliverables, and success criteria for the services and deliverables identified in Paragraph 4.6, Program Support.

2. The Program Support Plan shall coordinate key tasks and activities with the Project Master Plan (Paragraph 3.1.1).

      Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.2 Case Management Services

Requirement(s)

1. The Contractor shall assist users in resolving problems with data entry and correcting data.

2. The Contractor shall obtain and update the CMIPS II system address validation file with a United States Postal Service (USPS) certified address file monthly.

3. The Contractor shall maintain and update funding percentages as required by Federal, State, or County mandates.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3 Payroll Processing Services

Requirement(s)

1. All Payroll Services shall be 100 percent complete, which means warrant requests are issued to the State Controller's Office (SCO) for each valid timesheet in the timeframes established by IHSS policy.

2. All Payroll Services shall be 100 percent accurate, which means all automated data entry and system calculations are error free.

3. The Contractor shall mail all system-produced timesheets as defined in Section 6, SyRS, Paragraph 12.2.1.1, Issue Timesheet.

4. The Contractor shall submit payment system documentation to the SCO's Division of Audits prior to implementation of the tape claim payments system, pursuant to the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual.

5. Documentation submitted to SCO shall include all items defined in the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual, Section B - Systems Documentation, which can be found in the Bidder's Library.

6. The Contractor shall setup and maintain the accounts and accounting structures required to support payroll and deduction management.

7. The Contractor shall ensure that all accounts reconcile daily.

8. The Contractor shall reconcile payments against deductions, monthly at a minimum, and shall report any out-of-balance accounts and how they were corrected in the Monthly Project Status Report.

9. The Contractor shall enter, update, and maintain address and account information for all entities for which deductions are taken.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.1 Daily Processing

Requirement(s)

1. The Contractor shall provide all of the following services in support of the daily payroll process as defined in Section 6, SyRS, Paragraph 12.2.4.2, Warrant and Timesheet Tape:

    a. The Contractor shall process payroll a minimum of once every business day.

b. The Contractor shall verify that warrant requests are correct and appropriate to release before submitting the claim file to SCO.

c. The Contractor shall submit the claims files to SCO as an electronic claim.

d. The Contractor shall comply with all requirements as defined by SCO in the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual, which can be found in the Bidder's Library.

e. The Contractor shall submit all system documentation to SCO as defined in the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual, which can be found in the Bidder's Library.

f. The Contractor shall produce a SCO claims schedule for every claims file.

g. The Contractor shall arrange for CDSS signature on the claims schedule and delivery to SCO no later than 10:00 AM each business day.

h. The Contractor shall arrange for pick-up of the data exchanges files from both SCO and the State Treasurer's Office (STO) each business day.

i. Each business day, the Contractor shall update the system with information from a file received from SCO containing warrant numbers, date issued, and net dollar amounts.

j. Each business day, the Contractor shall update the system with the information from a file from STO containing cleared and re-deposited warrant information.

k. The Contractor shall ensure that the time from date stamp of receipt at a processing center for a timesheet to transmittal of the warrant request to SCO is not more than five (5) days.

2. The Contractor shall provide all of the following services in support of the advance pay, Waiver Personal Care Services (WPCS) pay, restaurant meals allowance, adjustment payments, and Emergency/Supplemental pay as defined in Section 6, SyRS, Paragraph 12, Payroll Requirements, and subsections.

a. The Contractor shall verify that warrant requests are correct and appropriate to release before submitting the claim file to SCO.

b. The Contractor shall submit the claims files to SCO as an electronic claim.

c. The Contractor shall comply with all requirements as defined by SCO in the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual, which can be found in the Bidder's Library.

d. The Contractor shall submit all systems documentation to SCO as defined in the California State Controller's Office Division of Audits Electronic Tape Claim Submission Requirements Manual, which can be found in the Bidder's Library.

e. The Contractor shall produce an SCO claims schedule for every claims file.

f. The Contractor shall arrange for CDSS signature on the claims schedule and delivery to SCO no later than 10:00 AM daily.

g. The Contractor shall arrange for pick-up of the data exchange files from both SCO and STO.

h. The Contractor shall receive a file containing warrant numbers, date issued, and net dollar amounts from SCO and update the system with the received information.

i. The Contractor shall receive a file containing cleared and re-deposited warrant information from STO and update the system with the received information.

3. Upon receipt of undeliverable warrants from SCO, the Contractor shall update the system to indicate that warrants were returned to SCO because they were undeliverable and mail the timesheet and statement of earnings to the appropriate County/district office.

4. The Contractor shall provide all of the following services in support of the Electronic Fund Transfer process as defined in Section 6, SyRS, Paragraph 12.2.4.2.2, Electronic Funds Transfer:

   a. Each business day, the Contractor shall process a tape of all pre-note cases.

   b. The Contractor shall provide the Electronic Funds Transfer (EFT) pre-note tape, transmittal sheet and tape information to CDSS.

   c. The Contractor shall process payroll and produce EFT claims files for SCO.

   d. The Contractor shall provide an EFT Claim Schedule and the EFT file to CDSS.

   e. The Contractor shall arrange for CDSS signature on the claims schedule and delivery to SCO no later than 10:00 AM daily.

   f. The Contractor shall arrange for pick-up and delivery of the data exchanges files from both SCO and STO.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.2 Taxes

Requirement(s)

1. The Contractor shall provide all of the following services in support of all tax reporting processes as defined in Section 6, SyRS, Paragraph 12.2.5, Tax and Contribution Management.

2. The Contractor, upon CDSS Project Manager approval, shall process required Federal tax forms for all Individual Providers and Recipients.

3. The Contractor, upon CDSS Project Manager approval, shall process required State tax forms for all Individual Providers and Recipients.

4. The Contractor shall notify CDSS of required tax payment amounts. CDSS then notifies the appropriate bank to transfer the required amount to a specified tax payment account that shall be electronically transferred as payment by the Internal Revenue Service (IRS) on a specified date.

5. The State has one Federal Employer Identification Number that shall be used by the Contractor to report Social Security and Federal unemployment tax on behalf of all PCSP/IPW/IHSS-R Recipients qualifying as employers for such benefits.

6. The Contractor shall provide mandatory tax updates in compliance with all applicable tax laws.

7. The Contractor shall update the database with values and rates from each year according to Federal and State tax publications.

8. The Contractor shall coordinate all quarterly and annual tax deposits as defined in the Internal Revenue Service Circular E, Employer's Tax Guide (Publication 15), Internal Revenue Service Household Employer's Tax Guide (Publication 926), the Employment

Development Department Household Employer's Guide (DE 8829) and the Employment Development Department Employer's Guide (DE 44), or their successor publications if these are discontinued, which are available at http://www.edd.ca.gov/.

9. The Contractor shall maintain all tax records, returns, schedules, and statements pursuant to 26 CFR §31.6001-1.

10. The Contractor shall process all Federal Insurance Contributions Act (FICA) refunds.

11. The Contractor shall submit the Report of New Employees (DE 340), as defined in Exhibit 6-1 SyRS - Interfaces, to the Employment Development Department.

12. The Contractor shall submit an Income and Eligibility Verification System (IEVS) Wage Match file, as defined in Exhibit 6-1, SyRS - Interfaces.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.3 W-2 Processing

Requirement(s)

1. The Contractor shall provide all of the following services in support of W-2 reporting processes as defined in Section 6, SyRS, Paragraph 12.2.5.11, Wage and Tax Statement (W-2).

2. The Contractor shall send Copy A of Form W-2 to the Social Security Administration (SSA) by the last day of March to report the wages and taxes for the previous calendar year along with a Form W-3 Summary Transmittal.

    a. The Contractor shall process correction forms W-2c and W-3c as defined by SSA Publication No. 31-031, Software Specifications and Edits for Correcting Annual Wage Reports to correct previously reported Social Security or Medicare wage data.

    b. The Contractor shall mail a W-2 to each Provider by January 30 of each year.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.4 Withholding Management

Requirement(s)

1. The Contractor shall enter and maintain W-4 and DE 4 forms and records as defined in Section 6, SyRS, Paragraph 12.2.5.4, Employee's Withholding Allowance Certificate (W-4 and DE 4).

2. The Contractor shall update W-4 and DE 4 information in the system by the end of the next pay period after receipt at the Contractor's site.

3. The Contractor shall return all incorrect or incomplete W-4 and DE 4 forms to the individual Provider, along with a letter stating the required remediation, no later than ten (10) business days from the date of receipt of the W-4 or DE 4 at the Contractor's site.

4. The Contractor shall send copies of Form W-4 to the IRS and Form DE 4 to the Employment Development Department (EDD) for Providers that claim more than the threshold withholding allowances or exemptions pursuant to EDD EMPLOYER'S OBLIGATIONS FOR FORM W-4 or DE 4 (DE 71), as defined in Section 6, SyRS, Paragraph 12.2.5.4, Employee's Withholding Allowance Certificate (W-4 and DE 4).

5. The Contractor shall enter and maintain Earned Income Credit (EIC) and W-5 forms and records as defined in Section 6, SyRS, Paragraph 12.2.5.5, Earned Income Credit (W-5).

6. The Contractor shall update the system with information received on Form W-5 no later than the end of the payroll period in which the Form W-5 is received at the Contractor's site.

7. The Contractor shall return all incorrect or incomplete W-5 forms to the Individual Provider, along with a letter stating the required remediation, no later than ten (10) business days from the date of receipt of the W-5 at the Contractor's site.

8. The Contractor shall accurately and timely submit all necessary Unemployment Insurance (UI), Employment Training Tax (ETT), Disability Insurance (DI), and Personal Income Tax (PIT) withheld, with a completed Payroll Tax Deposit (DE 88/DE 88ALL), on a quarterly basis pursuant to Employment Development Department regulations in support of the tax processes as defined in Section 6, SyRS, Paragraph 12.2.5, Tax and Contribution Management.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.5 Liens

Requirement(s)

1. The Contractor shall enter and maintain lien records as defined in Section 6, SyRS, Paragraph 12.2.6.1, Lien Management.

2. The Contractor shall process lien information in the system as determined by the instructions of the lien or within fifteen (15) business days from the receipt of the lien at the Contractor's site, whichever is sooner.

3. The Contractor shall return all liens that cannot be applied to the lien requestor, along with a letter of explanation.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.6 Warrant Problem Management

Requirement(s)

1. The Contractor shall request from SCO copies of cashed warrants within two (2) business days of receipt, in support of the Stolen Warrant process as defined in Section 6, SyRS, Paragraph 12.3.4, Replacement Warrants.

2. The Contractor shall validate the copies of cashed warrants and forward the copies to the applicable counties within five (5) business days of receipt.

3. When the warrant is not cashed by the payee and forgery documentation is received from a County, the Contractor shall complete a "Reissuance of Forged Warrant" form and send it with forgery documentation from the County to SCO within five (5) business days of receipt.

4. When invalid or incomplete forgery documentation is received from a County, the Contractor shall return it to the County along with a statement of the reason within five (5) business days.

5. The Contractor shall enter and maintain all forgery warrant information in the system.

6. The Contractor shall submit the STD-435, Request for Duplicate Controller's Warrant/Stop Payment, to SCO within two (2) business days of receipt, and enter and maintain warrant

records in support of the Replacement Warrant process as defined in Section 6, SyRS, Paragraph 12.3.4, Replacement Warrants.

7. The Contractor shall enter and maintain warrant records within two (2) business days of receipt, in support of the Redeposit and Void Warrant process, as defined in Section 6, SyRS, Paragraph 12.3.6, Redeposits.

8. The Contractor shall send all applicable documentation to SCO to request a Redeposit of an PCSP/IPW/IHSS-R Warrant and keep copies of redeposit documentation for records.

9. The Contractor shall track the redeposit status from SCO's Remittance Advice listing.

10. The Contractor shall update the system with the statement information received from SCO for warrants that are returned directly to SCO to be voided.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.6.1 Lost, Never Received or Mutilated Warrants

In the event the warrant is lost, never received, or mutilated, the Payee completes a "Request for a Duplicate Controller's Warrant" form and sends it to the County. County staff process a Void transaction in the system, enter a replacement warrant request in the system, and send the Request for Duplicate Controller's Warrant form to the Contractor.

Requirement(s)

1. The Contractor shall forward the Request for a Duplicate Controller's Warrant form to the State Controller the same business day it is received.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.6.2 Stale Dated Warrants

A PCSP/IPW/IHSS-R warrant becomes Stale Dated (void) if it remains un-cashed after one (1) year from the date of issue. CDSS then has two (2) additional years to replace the un-cashed warrant. Warrants between one (1) and three (3) years old are replaced through the Replacement Warrant process. An un-cashed warrant that is older than three (3) years from date of issue is submitted to the State of California Victims Compensation and Government Claims Board (VCGCB)for payment. The State Treasurer does not reimburse a bank that cashes these warrants and the payee has to submit an "Equity Claim" to the VCGCB. Equity claims are established under Government Code Section 905.2 where there is no legal obligation on the part of the State for claimed damages or no appropriation available for payment, but the claimant is requesting equitable relief from the State.

Requirement(s)

1. The Contractor shall validate the warrant claim schedule number on the Stale Dated Warrant report from SCO for Stale Dated Warrant requests received from the counties within five (5) business days of receipt.

2. The Contractor shall send the validated Stale Dated Warrant request to SCO and send a copy to CDSS within one (1) business day of validating the warrant claim schedule number.

3. The Contractor shall enter and maintain all Stale Dated replacement requests in the system.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.7 Timesheet Processing

Requirement(s)

1. The Contractor shall process automated time entry for all complete and accurate timesheets received at the Timesheet Processing location within one (1) business day of receipt.

2. The Contractor shall date and time stamp each timesheet as received within two (2) hours of physical receipt at the processing location.

3. The Contractor shall identify timesheets with a provider change of address indicated.
    a. The Contractor shall enter the provider change of address in CMIPS II prior to automated time entry for all complete and accurate timesheets received.
    b. The Contractor shall meet all other timesheet processing requirements for those timesheets containing a provider change of address.

4. The Contractor shall have a process for timesheet exception handling.
    a. The Contractor shall identify and track exceptions on the timesheet.
    b. The Contractor shall remedy timesheet exceptions that do not require County intervention.
    c. The Contractor shall provide the County offices with support and information for the exception resolution, as follows:
        i) For timesheets that could be imaged, but require exception handling for errors or inconsistencies, the Contractor shall notify the applicable County of all timesheet errors and provide the image of the problem timesheet within four (4) business hours of discovery.
        ii) For hardcopy timesheets that could not be successfully imaged, e.g., due to mutilation, the Contractor shall notify the applicable County of the problem within four (4) business hours of discovery and send it back to the County of origin within one (1) business day.
    d. The Contractor shall track exception timesheets from the time of receipt through final resolution for audit purposes and to be able to report the status to affected user.

5. The Contractor shall manage all timesheet images and make them available to County offices within one (1) day of input.

6. The Contractor shall audit the processing of timesheets to ensure that no timesheets are missed.

7. The Contractor shall store timesheets for five and one-half (5.5) years.
    a. For original timesheets less than eighteen months (18) old, the Contractor shall retrieve and send the timesheet to the requestor within three (3) business days of request.
    b. For original timesheets older than eighteen (18) months, the Contractor shall retrieve and send the timesheet to the requestor within seven (7) business days of request.
    c. The Contractor shall retain a copy of the original timesheet and track where the original timesheet was sent.

8. The Contractor shall report the following as part of the Operations Management Report:
    a. The success rate of the automated timesheet entry process.
    b. The number of exception timesheets that had to be returned to each County.

c. On a monthly basis, the Contractor shall calculate the frequency distribution of the time to resolve exception timesheets.

Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.3.8 Direct Deposit Services

Requirement(s)

1. The Contractor shall accept requests for direct deposit services from PCSP/IPW/IHSS-R Providers and Advance Pay Recipients.

2. The Contractor shall provide, receive and process forms for the initiation, cancellation and changes for direct deposit services from PCSP/IPW/IHSS-R Providers and Advance Pay Recipients.

   a. The Contractor shall maintain and store the hard copy original of the signed application/cancellation/change form.

   b. The Contractor shall input the PCSP/IPW/IHSS-R Provider and Advance Pay Recipient direct deposit data into CMIPS II within 5 business days of receipt of a valid application/cancellation/change form.

3. The Contractor shall provide direct deposit services in support of the Paragraph 4.6.3.1, Daily Processing, item 4.

4. The Contractor shall provide direct deposit services in support of the Electronic Fund Transfer process as defined in Section 6, SyRS, Paragraph 12.2.4.2.2, Electronic Funds Transfer.

5. The Contractor shall provide support services to Providers and Recipients utilizing direct deposit. ~~This~~These services shall include, but not be limited to:

   a. notification to the Provider or Advance Pay Recipient of errors

   b. error resolution for Providers and Advance Pay Recipients

   c. status tracking and reporting summarized to the level of (including, but not limited to):

      i)   by Providers

      ii)   by Advance Pay Recipients .

      Bidder agrees to the above requirement(s)?   YES _____ NO _____

4.6.4 Program Integrity Services

The CMIPS Project Office secures the services of an independent vendor to perform an annual independent financial audit of the system. The audit documents any areas of the business process or application that are identified as introducing risk from an accounting perspective, including a risk mitigation strategy for each.

Requirement(s)

1. The Contractor shall make necessary resources and system access available for each audit.

2. The Contractor shall provide all reports, data, and documentation as requested by CDSS for audit purposes.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.5 Funding Source Management

Requirement(s)

1. The Contractor shall provide services and support to the CDSS APB Fiscal staff during implementation and maintenance of the funding source management solution, including the following areas: account setup, funding calculations formula setup, payment distribution setup, and data population.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.6 Website Management

Requirement(s)

1. The Contractor shall establish and maintain an Internet website for communications with system users. The Internet website shall be accessible from both the public Internet and the HHSDC Network Services intranet.
2. The site content shall be user friendly and shall be searchable by subject matter content and by communication's date of issue.
3. In addition to any other applicable State and Federal laws, the website shall comply with Section 508 of the Rehabilitation Act Amendments of 1998 for accessible web design and compatibility.
4. The website shall adhere to W3C Web Content Accessibility Guidelines 1.0 Conformance Level A and Priority Level 2 checkpoints 10.2 and 12.4 selected by the State.
5. The website shall adhere to technical standards for accessible Web design and compatibility, located in the Accessibility Guide and the Style Implementation Guidelines, pursuant to Executive Order D-17-00 issued on September 8, 2000.
6. The Contractor shall perform regular ongoing maintenance and monitoring of the IHSS/CMIPS II website.
7. The Contractor shall perform the day-to-day management, content management and user information management. The Contractor shall obtain approval from the CDSS Project Manager for all content and submit content updates prior to publishing.
8. The content of the website shall include the following, at a minimum:
   a. Business Bulletins
   b. Contacts
      i) County
      ii) State
      iii) Contractor
      iv) Workgroups
   c. System Issues
      i) Submitted
      ii) Status
      iii) Release dates
   d. Frequently Asked Questions

e. Change control items

    i) Submitted

    ii) Status

    iii) Release dates

f. CMIPS User's manual

    i) As published

    ii) Updates

g. Links

    i) ACLs

    ii) ACINs

    iii) CDSS MPP

    iv) W&IC

    v) CCR

    vi) Program Policy Interpretation

    vii) CFR (Code of Federal Regulations)

    viii) Forms maintained by external agencies

h. Report and file downloads

i. Training Materials

    i) Training guides and materials

    ii) Workbooks

    iii) Documentation of changes to Training Materials

    iv) Updated procedures and functionality of CMIPS II

    v) Presentation materials

    vi) Course curriculum

    vii) Technical user guides

    viii) Annual Training Calendar.

9. The website shall contain an unrestricted access area for general information and a restricted access area for content to be accessed by authorized users of the website. The restricted access area shall be available to authorized users either via the HHSDC Network Services intranet or the public Internet.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.7 Forms Support

Requirement(s)

1. The Contractor shall design and develop the forms to be compatible with the Forms Architecture and supporting the forms solution as defined in Section 6, SyRS, Paragraph 7.8, Forms Architecture. CDSS will be responsible for defining PCSP/IPW/IHSS-R form content and translating these forms into alternate languages.

2. The Contractor shall implement and support the Forms Architecture in the County sites.

3. The Contractor shall at the request of the State Project Manager configure and manage the application to allow users to print to County owned printers.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.8 Reporting Support

Requirement(s)

1. The Contractor shall provide services in designing and developing new routine reports identified by CDSS. CDSS coordinates all system ad hoc reporting requests from counties and other outside entities in such a manner as to identify new routine reports needed and facilitate future requests for "like" reports.
2. The Contractor shall process system ad hoc reporting requests from counties and other outside entities upon CDSS Program Manager approval.
3. The Contractor shall implement and support the printers defined in Section 6, SyRS, Paragraph 7.2.4, Printers.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.9 Project Service Requests

For services that are not explicitly defined in this Statement of Work, the State or Contractor may initiate a Project Service Request to request additional services or to change existing services.

All project changes are initially identified through the Issue Management process in Paragraph 3.2.4, Issue Management. The State issues a Work Authorization for approved services. See Section 11, CONTRACT, Paragraph 5.4, Work Authorizations.

Requirement(s)

1. For project changes that have been initially approved by the PCMB as described in Paragraph 3.2.4, Issue Management, the Contractor shall create a Project Service Request to identify, classify, and assign an initial priority ranking in accordance with IEEE 1219-1998, Paragraph 4.1, Problem/Modification Identification, Classification, and Prioritization.
    a. The Project Service Request identification shall define the scope of the service.
    b. The Project Service Request shall include an impact analysis with an estimate for the number of hours and Contractor cost required to perform the service.
    c. The Project Service Request shall include a work plan for performing the service.
2. The Contractor shall execute all Project Service Requests approved by the PCMB.
3. The Contractor shall close all Project Service Requests that are not approved through the Issue Management process in Paragraph 3.2.4, Issue Management.
4. The Contractor shall monitor and track all Project Service Requests through completion.
5. For Project Service Requests, the Contractor shall document the results for each service using the Issue Management process in Paragraph 3.2.4, Issue Management, and the Project Service Request.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.10 CDSS APB Infrastructure Support

Requirement(s)

1. The Contractor shall provide IT support for the CDSS APB equipment identified in Paragraph 5.7.5, CDSS APB Hardware and Software.

   a. The Contractor shall have a problem reporting process where the CDSS APB users can notify the Contractor of problems within ten (10) minutes of detection during regular business hours. The Contractor shall provide onsite support at CDSS APB within one (1) hour of problem notification.

   b. The Contractor shall repair or replace defective equipment at CDSS APB within twenty-four (24) hours of reported equipment trouble. The Contractor shall provide replacement equipment for use by the State when equipment is removed from a workstation site for repair.

2. The Contractor shall maintain the CDSS APB IT Inventory as explained in Paragraph 5.7.6, Inventory Management.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.11 Legal Impact Analysis Services

Requirement(s)

1. The Contractor shall continuously during the term of the Contract analyze and evaluate the effect of Federal and State laws, and changes to such laws, on PCSP/IPW/IHSS-R business services and the functioning and operations of CMIPS II. The foregoing analysis and evaluation shall be provided to the State in a Legal Impact Analysis Report. The State may initiate a Legal Impact Analysis through the Work Authorization Process.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

4.6.12 Program Support Reporting and Metrics

Requirement(s)

1. The Contractor shall summarize and report program support activities and metrics in the Monthly Project Status Report and weekly project status meeting. The program support metrics shall include the following:

   a. Number of liens received, pending and processed; frequency chart of time to process liens.

   b. Number of W-4s and DE 4s received, pending and processed; frequency chart of time to process W-4s and DE 4s.

   c. Number of W-5s received, pending and processed; frequency chart of time to process W-5s.

   d. Number of Requests for Photocopies of cashed warrants received, pending and processed.

   e. Number of FICA Refunds pending and processed; frequency chart of time to process FICA Refunds.

   f. Number of Affidavit of Lost/Stolen Warrant Forms received, pending and processed; frequency chart of time to process Affidavit of Lost/Stolen Warrant Forms.

g. Number of Redeposits received, pending and processed; frequency chart of time to process Redeposits.

h. Number of Replacement Warrants received, pending and processed; frequency chart of time to process Replacement Warrants.

i. Number of Stale Dated Warrants received, pending and processed; frequency chart of time to process Stale Dated Warrants.

Bidder agrees to the above requirement(s)?   YES _____NO _____

5   SUPPORTING PROCESSES

5.1   Communication

The goal of the communications activities is to ensure that the appropriate individuals at all levels of the organization are aware of and understand responsibilities, processes, issues, and organizational changes in the development, implementation, operation, and maintenance of CMIPS II. The Contractor is responsible for developing an effective Project Communication Plan, in accordance with PMBOK, Third Edition, Chapter 10, Project Communications Management, to ensure timely two-way communications between all CMIPS II stakeholders, users and interface partners. The focus of the Project Communication Plan activities with regard to the new application/processes and their changes is to achieve the following:

- Clarify expectations

- Build acceptance and commitment

- Obtain active, effective participation to ensure adequate input, feedback, and problem resolution

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Project Communication Plan, which ensures comprehensive and timely two-way communication between all CMIPS II stakeholders, users and interface partners. The Project Communication Plan shall provide a framework for Project information exchange both within and outside the Project and shall include the following:

a. Identify general communication roles and responsibilities for the Contractor and stakeholders.

b. Identify formal communication requirements, including type of communication, frequency, audience, content, and media. These include routine communications such as status reports or briefings.

c. Contain a process for the development and maintenance of a Master Contact and Informational Database of all Project stakeholders and contacts. The Master Contact and Informational Database shall be available to the State at the CMIPS Project Office and CDSS Adult Program Branch. The Master Contact and Informational Database shall be able to generate mailing labels and Email groupings for mass distribution of Project information. The contacts shall be categorized to assist in groupings and contact identification.

2. The CMIPS Project Office has identified that effective communication with the Stakeholders, throughout the project but especially in the implementation phases, is critical to its success. The Contractor shall detail how such communication shall be achieved in the Project Communication Plan. As implementation activities progress the Contractor shall fully develop a detailed plan with mitigation strategies for any identified communications risks.

3. During the DDI phase, the Contractor shall conduct at least quarterly a meeting of the CMIPS II stakeholders to identify each group's expectations, opportunities, and concerns regarding the CMIPS Project and implementation. Updates to the Project Communication Plan shall include mitigation strategies for concerns raised.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.2   Documentation Management

Requirement(s)

1. The Contractor shall develop and implement a Document Process in accordance with IEEE 12207-1996, Paragraph 6.1, Document Process.

2. The Contractor shall identify the documents to be produced for this Contract.

3. For each document, the Contractor shall identify and describe the name, purpose, and procedures for development, review, modification, approval, production, storage, distribution, and configuration management.

4. The Contractor shall develop, deliver, maintain and execute a Document Management Plan.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3   Quality Management

Quality Management helps ensure the delivery of a work product or deliverable that satisfies the business and technical requirements and possesses no errors and defects. For the CMIPS Project, there are multiple layers for quality assurance.

The CMIPS Project Office has a State Quality Assurance function to oversee the Contractor and verify and validate the Project Office processes and work products. Finally, CDSS has an Independent Verification and Validation (IV&V) function for the Project Oversight activities required by the DOF Information Technology Project Oversight Framework.

Requirement(s)

1. The Contractor shall develop, implement, and execute a Quality Assurance process to verify and validate the Contract processes and work products.

2. The Contractor shall report Quality Assurance activities as part of the Project Monthly Status Report.

3. The Contractor shall make staff, resources, and work products available for Quality Assurance and IV&V audits and inspections.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.1 Product Assurance

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Quality Assurance (QA) Plan in accordance with IEEE 12207-1996, Paragraph 6.3.1.3, Quality Assurance Process and IEEE 730-2002, Standard for Software Quality Assurance Plans. The Quality Assurance Plan shall provide for the following:

   a. Include all items defined in IEEE 730-2002, Paragraph 4, Software Quality Assurance Plan.

   b. Describe in detail the Contractor's approach to Quality Assurance, including the following:

      i) Approach for defining quality standards and measurements for work products and deliverables

      ii) Approach for verifying and validating that the Project's work products and deliverables meet defined quality standards

      iii) Method for resolving issues regarding work product and deliverable quality.

   c. Describe materials and automated tools used to support the Quality Management process.

   d. Include sample logs, forms, and reporting mechanisms that support the Quality Management process.

   e. Address all performance measures necessary to monitor a project comparable in size and scope to the CMIPS Project.

   f. Describe how the Contractor shall work cooperatively with multiple agencies and project participants including State staff, County staff, Subcontractors, and others.

   g. Describe the methods used to ensure that all work performed by the Contractor is monitored and measured against the technical requirements of the Contract on an ongoing basis.

   h. Describe how the Contractor supports the State's Quality Assurance, Independent Verification and Validation (IV&V), and Project Oversight activities required by the DOF Information Technology Project Oversight Framework.

2. The Contractor shall develop, deliver, and maintain a Quality Assurance WPU to supplement the Master Work Plan, as described in Paragraph 3.1.2, Master Work Plan, and supplemented with the following:

   a. Verification and Validation WPU as defined in Paragraph 5.3.2, Verification and Validation.

   b. Process Assurance WPU as defined in Paragraph 5.3.3, Process Assurance.

3. The Contractor shall conduct Quality Assurance activities in accordance with the Quality Assurance Plan and Quality Assurance WPU.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.2 Verification and Validation

Requirement(s)

1. To supplement the Quality Assurance Plan, the Contractor shall develop, deliver, maintain and execute a Verification and Validation Plan in accordance with IEEE 12207-1996, Paragraph 6.4.1.5, Verification Process; IEEE 12207-1996, Paragraph 6.3, Quality Assurance Process; IEEE 1012-1998, Standard for Software Verification and Validation; and IEEE 1028-1997, Paragraph 6, Inspections. The Verification and Validation Plan shall include at least the following sections:

    a. Contract verification

    b. Requirements verification

    c. Design verification

    d. Code verification

    e. Integration verification

    f. Documentation verification.

2. The Contractor shall conduct Verification and Validation activities in accordance with the Verification and Validation Plan and IEEE 12207-1996, Paragraph 6.4.1.6, Process Implementation, and the Test and Evaluation Master Plan as defined in Paragraph 4.2.4.1, Functional Testing.

3. The Contractor shall develop, deliver, and maintain a Verification and Validation WPU to supplement the Quality Assurance WPU and Master Work Plan as described in Paragraph 3.1.2, Master Work Plan.

4. The Contractor shall use requirements management software and tracking of requirements traceability through all life-cycle phases in accordance with the IEEE 830-1998, IEEE Recommended Practice for Software Requirements Specifications.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.3 Process Assurance

Requirement(s)

1. To supplement the Quality Assurance Plan, the Contractor shall develop, deliver, maintain and execute a Process Assurance Plan, which defines how the Contractor meets and maintains key process areas identified by the Software Engineering Institute Capability Maturity Model® Integration, paragraph 7 Process Areas (CMMI-SE/SW/IPPD/SS Version 1.1). The Process Assurance Plan shall include the following:

    a. Describe in detail the Contractor's approach to Process Assurance in the following areas, at a minimum:

        i)   Project Planning

        ii)   Project Monitoring and Control

        iii) Risk Management

        iv)   Requirements Management

        v)   Requirements Development

        vi)   Technical Solution

    vii)   Product Integration

    viii) Verification

    ix)   Validation

    x)   Configuration Management

    xi)   Process and Product Quality Assurance

    xii) Causal Analysis and Resolution

b. Describe how the Contractor shall meet and maintain the commitment, ability, activities, measurement and analysis, and verifications for each of the above process areas as defined in the Key Practices of the CMMI-SE/SW/IPPD/SS Version 1.1.

2. The Contractor shall conduct semi-annual audits of the System Security processes to report compliance with the System Security Plan (Paragraph 4.4.5, System Security). The Contractor shall conduct semi-annual audits of the Backup and Recovery processes to report compliance with the Backup and Recovery Plan (Paragraph 4.4.6, Backup and Recovery). The Contractor shall deliver Process Audit Reports.

3. The Contractor shall conduct Process Assurance activities in accordance with the Process Assurance Plan.

4. The Contractor shall develop, deliver, maintain and execute a Process Assurance WPU to supplement the Quality Assurance WPU and Master Work Plan as described in Paragraph 3.1.2, Master Work Plan.

5. The CMIPS Project Office shall conduct semi-annual Configuration Management process audits as described in Paragraph 3.2.6, Configuration Management, to verify compliance with the Configuration Management Plan to ensure CIs are properly controlled. The CMIPS Project Office shall conduct an annual audit of the Quality Assurance process to ensure it is following the Contractor's Quality Assurance Plan as described in Paragraph 5.3.1, Product Assurance. The Contractor shall provide access to work products and tools necessary to conduct process audits.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.4 Joint Reviews

Requirement(s)

1. The Contractor shall conduct Technical Reviews in accordance with IEEE 12207-1996, Paragraph 6.6.1, Joint Review Process, IEEE 12207-1996, Paragraph 6.6.3, Technical Reviews, and IEEE 12207-1996, Paragraph 6.6.2, Project Management Reviews. Upon completion of each review, the Contractor shall develop Technical Review Reports in accordance with IEEE 1028-1997, Standard for Software Reviews, Paragraph 5.7, Technical Reviews, Output.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.4.1 Inspections

Inspections are done to verify elements of design or code that need scrutiny that testing alone would not provide.

Requirement(s)

1. Inspections shall be held to address the following:
    a. Verify that the software product satisfies its specifications
    b. Verify that the software product satisfies quality attributes
    c. Verify that the software product conforms to regulations, standards, guidelines, plans, and procedures
    d. Identify deviations from standards and specifications
2. As part of the Verification and Validation Plan, the Contractor shall identify elements of design and source code that would be subject to inspection.
3. The Contractor shall conduct inspections in accordance with IEEE 1028-1997, Paragraph 6, Inspections.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.4.2 Walk-Throughs

Requirement(s)

1. The Contractor shall conduct high-level Walk-throughs to help evaluate the software products in accordance with IEEE 1028-1997, Paragraph 7, Walk-throughs. The Walk-throughs shall be conducted prior to the CMIPS Project Office evaluation of major work products, including the following:
    a. Requirements Specifications
    b. Design Descriptions
    c. Source Code
    d. Test Documentation
    e. Build and Installation Procedures.
2. The walk-through shall familiarize the State reviewer(s) with the basic content, structure, and logic of the work product. These walk-throughs are not intended to be an in-depth review for anomaly detection. Upon completion of each walk-through, the Contractor shall prepare and deliver minutes to note any decisions and identified actions arising during the walk-through meeting.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.4.3 Milestone Reviews

Milestones are important or key events to be realized or achieved by the Contractor and the State. Milestones are acknowledged benchmarks of Contractor progress and achievement.

Requirement(s)

1. Milestone completion shall be communicated by the Contractor to the State Project Manager via a formal written letter stating the milestone(s) achieved and the date(s) of accomplishment. At a minimum, the Contractor shall conduct milestone reviews for the following:
    a. Project Initiation Review (Paragraph 3.3)

    b. System Development Milestones:

        i) System Requirements Validation Review (Paragraph 4.1.2)

        ii) General System Design Review (Paragraph 4.1.4)

        iii) Detailed System Design Review (Paragraph 4.1.6)

        iv) Coding and Documentation Review (Paragraph 4.1.7)

        v) Integration Test Review (Paragraph 4.2.3)

        vi) Functional Test Review (Paragraph 4.2.4.1)

        vii) User Acceptance Test Review (Paragraph 4.2.4.3)

        viii) Pilot Operation Review (Paragraph 4.5.6)

        ix) Release Readiness Review (Paragraph 4.2.6)

    c. System Implementation Reviews

        i) Data Conversion Review (Paragraph 4.5.4.2)

        ii) County Deployment Readiness Review (Paragraph 4.5.7.2, County Deployment Execution)

        iii) CDSS Deployment Readiness Review (Paragraph 4.5.8.2, CDSS Deployment Execution)

        iv) Site Readiness Report Review (Paragraph 4.5.7.3, County Onsite Support and Paragraph 4.5.8.3, CDSS Onsite Support)

        v) Post Site Implementation Review (Paragraph 4.5.10)

        vi) Post Statewide Implementation Review (Paragraph 4.5.10)

    d. System Maintenance - Maintenance Release Milestones (for each Maintenance Release) as described in Paragraph 4.3, System Maintenance and Enhancements and subparagraphs)

        i) Release Initiation and Planning Meeting (Paragraph 4.3.5.1, Release Management Planning)

        ii) For Quarterly Release Reviews (Paragraph 4.3.5.3, Quarterly Release Tailoring), the Contractor shall include the following:

           (1) Release Analysis and Design Review

           (2) Modification Development and Test Readiness Review

           (3) Release Test Review and Release Readiness Review

           (4) Post Statewide Implementation Review

        iii) For Monthly Release Reviews (Paragraph 4.3.5.4, Monthly Release Tailoring), the Contractor shall include the following:

           (1) Release Readiness Review (Paragraph 4.2.6)

           (2) Post Statewide Implementation Review (Paragraph 4.5.10)

    e. Project Closeout Review (Paragraph 3.4)

    f. Post Installation Review (Paragraph 4.5.5, Release Installation)

2. For each milestone review, the Contractor shall hold one or more meetings with the CMIPS Project Office staff, CDSS APB Program Manager, and affected stakeholders as identified by the State Project Manager. The meetings shall accomplish the following goals:

   a. Ensure activities identified in the Project plans were successfully completed

   b. Evaluate work products to determine if:

      i) The work product is complete

      ii) The work product conforms to the regulations, standards, guidelines, plans and procedures applicable to the Project

      iii) The work product is suitable for its intended use

      iv) The work product is ready for the next activity

   c. Identify Anomalies

   d. Generate a list of action items

   e. Document the meeting.

3. The Contractor shall prepare agendas and minutes for each review. The Contractor shall make work products available for review prior to each release cycle milestone in accordance with the agreed work plan. The State Project Quality Assurance staff reviews work products and conducts process audits to ensure they meet specified requirements of that milestone and provide a report to the State Project Manager. Based on the review report and information presented by the Contractor at the review meetings, the State Project Manager judges whether the Contractor can proceed to the next milestone.

4. The State Project Manager or his/her designee shall provide the Contractor with a Formal written acknowledgement of milestone completion within one (1) business day of the meeting. If the milestone is disapproved, the Contractor shall provide a Corrective Action Plan within two (2) days of receiving the disapproval memo. The State Project Manager shall review the Corrective Action Plan and if he/she approves, the Contractor shall execute the plan and conduct a second milestone review at the end of that process.

     Bidder agrees to the above requirement(s)?   YES _____NO _____

5.3.4.4 Project Management Reviews

Requirement(s)

1. The Contractor shall support the CMIPS Project Office Quarterly Project Management Reviews with relevant stakeholders, including senior managers and control agency representatives identified by the State Project Manager. The Contractor shall provide information for each review to evaluate Project Status, including the following:

   a. Project Executive Status Summary Table, which includes the following:

      i) A single overall indicator of project schedule status,

      ii) A single overall indicator of project cost status,

      iii) A single overall indicator of project risk,

      iv) A single overall indicator of project quality.

   b. Project schedule summary showing if activities are progressing according to plan, based on an evaluation of the activity or software product status

   c. Resource allocation summary showing that the project is adequately funded, staffed, and equipped

   d. Identification of the significant risks and issues that may jeopardize the project and/or need to be elevated to senior management or control agencies for resolution

  e. Presentation of project metrics including, but not limited to, the following:

   i) Cost Variance, if any, with reasons for the variances. If the variance is negative, the Contractor shall explain how the situation shall be rectified.

   ii) Schedule Variance, if any, with reasons for the variances. If the variance is negative, the Contractor shall explain how the situation shall be rectified.

   iii) Estimate at Completion (EAC) metric for the overall project and current project phases, and indication whether it has changed from previous estimates.

   Bidder agrees to the above requirement(s)? YES _____NO _____

5.3.5 Quality Reporting and Metrics

Requirement(s)

1. The Contractor shall summarize quality assurance activities in the Monthly Project Status Report.

2. The Contractor shall identify discovered defects in accordance with IEEE 1044-1993 (R2002) Standard Classification for Software Anomalies.

3. As part of the system test and evaluation during both DDI and M&O, the Contractor shall report product quality metrics monthly, which include the following:

 a. Defect discovery metrics:

  i) Number of new defects in the reporting period by severity. The severities are Priority one (1) through six (6) as defined in Paragraph 3.2.4, Issue Management.

  ii) Number of new defects caused by fixes to previous problems

  iii) Total number of defects for previous twelve months by month, by type, severity, cause, activity in which discovered, and source.

 b. Defect correction efficiency:

  i) Number of outstanding defects, by severity.

  ii) Average age of outstanding defects. This metric measures the average age in days of each outstanding defect by severity. Defect removal efficiency is defined as the elapsed time from defect identification to successful testing and then to implementation. The Contractor shall also calculate the average for the current quarter and compare it to the previous four quarters.

  iii) Reported and corrected defect ratio. This metric shows the number of defects reported in a given month and the number of defects corrected in a given month. It is a non-cumulative metric.

   Bidder agrees to the above requirement(s)? YES _____NO _____

5.4 Subcontractor Management

Requirement(s)

1. The Contractor shall be responsible for the coordination, control, and performance of Subcontractors, if any.

2. The Subcontractor shall be subject to the same standards as the Contractor.

3. The Contractor shall prepare and execute a Subcontractor Management Plan in accordance with IEEE 1058-1998 and PMBOK, Third Edition, Chapter 12, Project Procurement Management.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.5   Process Improvement

Requirement(s)

1. The Contractor shall develop, deliver, maintain and execute a Process Improvement Plan in accordance with IEEE 1058-1998. The Process Improvement Plan shall center on improving the business processes associated with the CMIPS II system, including those implemented in County and State PCSP/IPW/IHSS-R offices. The Contractor shall maintain and update a CMIPS II "Future Vision" annually based on focus group inputs and County and State review.

2. The Contractor shall conduct an annual forms focus group to improve forms and reports, inviting a minimum of twenty (20) Counties and ten (10) CDSS staff to improve forms and reports. The forms focus group shall identify additions, changes, and deletions to forms. The Contractor shall develop, deliver, and maintain a Forms Improvement Report for each forms focus group.

3. The Contractor shall conduct an annual reports focus group, inviting a minimum of twenty (20) Counties and ten (10) CDSS staff. The reports focus group shall identify additions, changes, and deletions to reports. The Contractor shall develop, deliver, and maintain a Reports Improvement Report for each reports focus group.

4. The Contractor shall detail in the Process Improvement Plan how any individual improvement effort can be quantified.

5. The Contractor shall evaluate its cost and effort estimating methods used for system development and Maintenance Release planning at least annually.

6. The Contractor shall prepare and deliver a Process Improvement Report for each process improvement effort.

7. The Contractor shall have a method to measure the accuracy of the modification and release estimation process and recommend improvements as needed.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.6   Facilities

The organizations that provide facilities for this Contract are summarized in Table 14. The State is responsible for providing the site and facility for the CMIPS Project Office, the State Data Center, and HHSDC Network Services. The Contractor is responsible for providing the site and facilities for the Timesheet Processing. The County Welfare Departments are responsible for providing facilities for the County administration of the PCSP/IPW/IHSS-R Program. The CDSS APB is responsible for providing facilities for the PCSP/IPW/IHSS-R State staff.

Table 14. Facility Responsibility Summary

FACILITY	RESPONSIBILITY
Project Office Space	HHSDC - CMIPS Project Office

FACILITY	RESPONSIBILITY
Contractor Office Space (up to 35 Contractor Project Office staff)	HHSDC - CMIPS Project Office
Other Contractor Staff	Contractor
State Data Center	State Data Center
HHSDC Network Services	HHSDC – HHSDC Network Services
Timesheet Facility	Contractor
County Office Space	County Welfare Dept
CDSS Office Space	CDSS APB

The CMIPS Project Office provides one telephone, one LAN connection, access to the HHSDC Network Services WAN and Internet at each Staff desk in the CMIPS Project Office facility.

Requirement(s)

1. The Contractor Core Staff shall be co-located with the CMIPS Project Office within fifteen (15) business days of Contract Execution. Core Staff includes all Contractor Key Staff and the Staff that shall be supporting Project Management, Control Processes, Requirements Management, User Acceptance Testing, Statewide Implementation, Program Support, and ongoing System Maintenance and Enhancement as defined in this RFP. The Contractor may separately house Contractor auxiliary Staff working on the project for less than six (6) months. The CMIPS Project Office provides space, furniture, utilities, and telephones (for business use) in the Sacramento area for up to thirty-five (35) Contract Staff, which will be co-located with the CMIPS Project Office staff.

2. The Timesheet Processing facility shall be provided by the Contractor. The Timesheet Processing facility shall be within California.

      Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7   Hardware and Software

The responsibilities for the hardware and software (equipment) required for the CMIPS II infrastructure is shared by five (5) major organizations:

- State Data Center

- County

- Contractor

- CDSS APB

- CMIPS Project Office

These organizations have responsibilities in purchasing, owning, hosting, installing, maintaining, refreshing, and/or tracking the inventory for the production and test infrastructures. Responsibilities for CMIPS II equipment are summarized below and in Table 15, Equipment Responsibility Summary:

- The State Data Center hosts the CMIPS II enterprise, compatibility testing, and Statewide WAN equipment. In hosting the equipment, the State Data Center provides the facility space,

power, and physical security. The State Data Center purchases, owns, maintains refreshes, and tracks enterprise hardware and software that are explicitly provided as part of the State Data Center Services and included in the State Data Center rates as defined in the "Base Rate Schedule" and "Rates Guide" available at http://www.hhsdc.ca.gov/rates.asp. For example, as part of the network services, the State Data Center purchases, owns, maintains and refreshes the hardware and software required for the Statewide WAN. HHSDC Network Services refreshes technology in accordance with its own policy.

- The County purchases, hosts, owns, maintains, refreshes, and tracks CMIPS II workstations as well as the hardware and software required for the County Local Area Network. The County refreshes technology in accordance with its own policy. In addition, the County hosts the CMIPS II Forms Architecture. In hosting the equipment, the County provides the facility space, power, and physical security.

- The Contractor purchases, maintains and refreshes all remaining equipment required for CMIPS II. The Contractor also hosts the equipment for Timesheet Processing. In addition, the Contractor is responsible for tracking a master inventory for CMIPS II equipment.

- The CMIPS Project Office hosts the Project Office equipment and provides the facilities and access to the Statewide WAN for Contractor Core Staff co-located at the CMIPS Project Office facility.

- Either the CMIPS Project Office or State Data Center can host equipment for software development and testing for ongoing maintenance and operations.

- CDSS APB hosts CDSS APB equipment.

Table 15. Equipment Responsibility Summary

EQUIPMENT DESCRIPTION	PURCHASED BY	HOSTED BY	OWNED BY	MAINTAINED BY	REFRESHED BY
State Data Center					
Hardware and Software included with State Data Center services as defined in the "Base Rate Schedule" and "Rates Guide"	State Data Center	State Data Center	State Data Center	State Data Center	State Data Center, in accordance with State Data Center policy.
Production Environment					
Enterprise Hardware and Software (includes web server)	Contractor	State Data Center	State Data Center	Contractor	Contractor, in coordination with State Data Center, in accordance with State Data Center policy.
Timesheet Processing Hardware and Software (includes scanners)	Contractor	Contractor	State Data Center	Contractor	Contractor, in coordination with the State Data Center.

EQUIPMENT DESCRIPTION	PURCHASED BY	HOSTED BY	OWNED BY	MAINTAINED BY	REFRESHED BY
Forms Hardware and Software (includes form server and printers)	Contractor	County	State Data Center	Contractor	Contractor, in coordination with the State Data Center and County.
Test Environments					
Test Hardware and Software used for DDI only	Contractor	State Data Center or Project Office or Contractor	Contractor	Contractor	Contractor in accordance with Contractor policy.
Test Hardware and Software	Contractor	State Data Center or Project Office	State Data Center	Contractor	Contractor, in coordination with the State Data Center, in accordance with State Data Center policy.
Compatibility Testing Hardware and Software	Contractor	State Data Center	State Data Center	Contractor	Contractor, in coordination with State Data Center, in accordance with State Data Center policy.
Development Environments					
DDI Development Hardware and Software used for DDI only	Contractor	State Data Center or Project Office or Contractor	Contractor	Contractor	Contractor in accordance with Contractor policy.
Development Hardware and Software	Contractor	State Data Center or Project Office	State Data Center	Contractor	Contractor, in coordination with the State Data Center, in accordance with State Data Center policy.
Project Office & Support					
Contractor Hardware and Software	Contractor	Project Office	Contractor	Contractor	Contractor in accordance with Contractor policy.
Any additional CMIPS II Hardware and Software required for the solution or in support of the Contract	Contractor	State Data Center, Project Office, County, or Contractor	State Data Center	Contractor	Contractor, in coordination with State Data Center, in accordance with State Data Center Policy.
CDSS-APB		CDSS	CDSS		
CDSS APB Hardware and Software (includes office file	Contractor	CDSS	CDSS	Contractor	Contractor on a 5 year cycle.

EQUIPMENT DESCRIPTION	PURCHASED BY	HOSTED BY	OWNED BY	MAINTAINED BY	REFRESHED BY
server)					
County					
County LAN	County	County	County	County	County in accordance with County policy.
Workstations	County	County	County	County	County, in coordination with the Contractor, in accordance with county policy.
Local Printers	County	County	County	County	County in accordance with County policy.
Statewide WAN					
Statewide WAN	HHSDC Network Services	HHSDC Network Services	HHSDC Network Services	HHSDC Network Services	HHSDC Network Services in accordance with HHSDC Network Services policy.

The State retains the option of purchasing hardware and software external to the Contract, to be determined at the time of purchase. The State retains the option of transferring ownership of equipment to coincide with hardware and software service and licensing renewal periods.

5.7.1 Purchase

Requirement(s)

1. The Contractor shall purchase and install the hardware and software required for the CMIPS II solution except for the hardware and software purchases that are already included in the State Data Center rates as defined in the "Base Rate Schedule" and "Rates Guide" available at http://www.hhsdc.ca.gov/rates.asp and the hardware and software for the Statewide and county networks and county infrastructure for desktop systems.

    a. The Contractor shall purchase and install the CMIPS II hardware and software defined in Table 15, Equipment Responsibility Summary, that are designated as being purchased by the Contractor and as specified in the General System Design, Architecture Design Specification and Capacity Management Plan.

    b. Any CMIPS II infrastructure hardware and software not included in the State Data Center Service's Bill of Material but hosted at the State Data Center shall be purchased and installed by the Contractor.

    c. The Contractor shall coordinate with the State Data Center to ensure they have the specifications needed for the State Data Center to purchase, install, and refresh the infrastructure hardware and software to meet the specifications in the General System Design, Architecture Design Specification and Capacity Management Plan.

    d. The Contractor shall coordinate with the County Welfare Departments to ensure they have the specifications needed for the County to purchase, install, and refresh the local

area networks and desktop equipment and software that meet the specifications in the General System Design, Architecture Design Specification and Capacity Management Plan.

2. The Contractor shall purchase and install hardware and software for the Forms Architecture at the County sites. This shall include replacement of the seventy (70) legacy CMIPS printers and installation of an additional thirteen (13) at counties that had no CMIPS print capabilities. The locations and number of printers can be found in the Bidder's Library, Artifact 13 - Incumbent Contractor Number and Location of Printers.

3. The Contractor shall host, purchase and install hardware and software for the Timesheet Processing system.

4. The Contractor shall coordinate the delivery, receipt, and installation of hardware and software with the organization hosting the equipment.

5. The Contractor shall adhere to the host orgranization's policies and practices for delivery, receipt, and installation unless otherwise approved by the State Project Manager.

6. The Contractor shall implement all equipment purchased by the Contractor unless specifically approved in writing by the State Project Manager or his/her designee.

7. The Contractor shall ensure maintenance agreements, warranty service and support contracts and licensing agreements for all equipment purchased by the Contractor are transferable to the State Data Center.

8. The Contactor shall transfer ownership of the purchased equipment, with the exception of Contractor equipment and equipment used for the DDI phase only, over to the State, after the Pilot Phase of the project or as requested by the State Project Manager, as follows:

   a. The Contractor shall transfer ownership of hardware and software for the CDSS APB to CDSS APB.

   b. The Contractor shall retain ownership of equipment located at the Project Office and used by the Contractor to support the contract. The Contractor shall retain ownership of hardware and software that is used during the DDI Phase but is no longer needed for ongoing maintenance and operation of CMIPS II. The Contractor shall maintain this equipment and refresh the technology in accordance with its own policy.

   c. The Contractor shall transfer ownership of all other CMIPS II hardware and software to the State Data Center.

The major responsibilities for equipment are summarized in Table 15, Equipment Responsibility Summary.

Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7.2 Hardware Maintenance

Requirement(s)

1. The Contractor shall manage the maintenance of all system hardware defined in Table 15Table 15, Equipment Responsibility Summary, that are designated as being maintained by the Contractor, as part of the base service level. The Contractor shall coordinate maintenance activities with the affected organizations to include the State Data Center, Counties, and interface entities.

2. The Project Maintenance Plan shall include requirements for the hosting organization to perform the following:

   a. Manage, refresh, and perform all changes to supporting hardware

   b. Maintain hardware while still meeting agreed service levels

   c. Perform infrastructure maintenance (e.g., maintenance of power supplies, system cabinets, etc.)

   d. Coordinate hardware changes using Configuration Management processes approved by the State Project Manager

3. The Project Maintenance Plan shall include requirements for the Contractor to report planned and completed hardware maintenance activities to the State Project Manager on a monthly basis.

4. The Contractor shall coordinate the installation for replacement hardware with affected organizations to include the State Data Center, County, and interface entities.

5. The Contractor shall include hardware maintenance in the Master Work Plan and provide the Project Manager with monthly updates in the Monthly Project Status Report.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7.3 Software Maintenance

Requirement(s)

1. The Contractor shall maintain, in coordination with the State Data Center, system software including, but not limited to, enterprise management agents, COTS, developed software, and middleware tools as part of the base level of service.

2. The Contractor shall maintain all tools and related data used for CMIPS II development, testing, and documentation.

3. In the Project Maintenance Plan, the Contractor shall describe how it shall perform the following maintenance tasks:

   a. Manage, refresh, and perform all software changes

   b. Maintain software while still meeting agreed service levels

   c. Coordinate software changes using Configuration Management processes approved by the State Project Manager

   d. Report on all completed or planned system support maintenance activities to the State Project Manager on a monthly basis.

4. For equipment located at the State Data Center, the State Data Center is responsible for supporting the operating system and database engine. However, the Contractor shall support and maintain individual database instances.

5. The Contractor shall upgrade software to the most current version within eighteen (18) months of the software release on the specific platform upon written approval of the State Project Manager.

6. The Contractor shall include software maintenance in the Master Work Plan and provide the Project Manager with monthly updates in the Monthly Project Status Report.

7. In the event that one (1) or more software products is withdrawn from public sale by the manufacturer, the Contractor shall define and deliver an impact analysis within two months

of the withdrawal notice identifying the system impact, project impact, alternate solution(s), and cost/benefit analysis of the potential solutions.

8. Upon written State Project Manager approval, the Contractor shall execute a plan to implement an alternate solution within twenty-four (24) months of the withdrawal notice.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7.4 Refresh

The State Data Center is responsible for refreshing equipment included in the State Data Center's rates and listed on the State Data Center Service's Bill of Material. The Counties are responsible for refreshing county infrastructure equipment for the network and desktop solutions.

Requirement(s)

1. The Contractor shall refresh all CMIPS II hardware and software purchased by the Contractor as follows:

   a. CDSS APB owned hardware and software shall be refreshed on a five (5) year cycle

   b. State Data Center owned hardware and software, with the exception of timesheet and forms processing equipment, shall be refreshed in accordance with State Data Center Policy.

   c. Timesheet processing hardware and software shall be refreshed to ensure business requirements defined in Section 6, SyRS, Paragraph 12.2.1, Time and Attendance and system performance requirements defined in Section 6, SyRS, Paragraph 9.1, Availability and Paragraph 9.2, Online Response are met.

   d. Forms processing equipment shall be refreshed to ensure availability requirements defined in Section 6, SyRS,Paragraph 7.2.4, Printers are met.

2. The Contractor shall coordinate the purchase and installation of refreshes for all equipment hosted at the State Data Center with the State Data Center.

3. The Contractor shall coordinate the installation of refreshes for all hardware and software owned by the State Data Center and hosted by the county with the county.

4. For equipment refreshes that are the responsibility of the State Data Center or Counties, the Contractor shall make itself available for coordination with the State Data Center or County.

   Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7.5 CDSS APB Hardware and Software

Requirement(s)

1. The Contractor shall procure, install and maintain personal computers and software for the CDSS Adult Program Branch at their office.

   a. The Contractor shall initially supply sixty-four (64) computers and ancillary devices that meet the Contractor defined specifications required for the CMIPS II application.

   b. The Contractor shall initially provide and support ten (10) printers, with at least three (3) of those printers having color print capability.

   c. The Contractor shall provide desktop software for all computers, including the following:

   i) Microsoft Operating System

      ii)   MS Office (Word, Excel, PowerPoint & Outlook)

      iii)   MS Internet Explorer

      iv)   WinZip file compression

      v)   Norton Anti-Virus

      vi)   Acrobat Reader.

d. The Contractor shall provide additional software, including the following:

      i)   MS Project (ten [10] copies)

      ii)   MS Access (ten [10] copies)

      iii)   Visio (five [5] copies)

      iv)   Adobe Acrobat (five [5] copies).

e. The Contractor shall replace the existing Novell LAN with an Office File server that meets or exceeds the standards for servers defined in Artifact 14 - CDSS Information Technology Standards.

f. All equipment and software shall meet the office standards established in the "CDSS Information Technology Standards" available in the Bidder's Library, Artifact 14 - CDSS Information Technology Standards.

g. The supplied equipment and software shall be purchased, installed, and operational within 90 days of Contract Award and Execution.

h. The Contractor shall coordinate the equipment and software installation with the CDSS Adult Program Branch Systems Unit Manager.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

5.7.6 Inventory Management

Requirement(s)

1. Contractor shall tag CMIPS II equipment purchased by the Contractor in coordination with the organization hosting the equipment.

2. The Contractor shall identify and maintain licensing and maintenance agreements, warranty service and support contracts and maintenance periods and renewals for all equipment purchased by the Contractor and owned by the State.

3. The Contractor shall maintain an inventory of all CMIPS II equipment identified in Table 15, Equipment Responsibility Summary as being purchased by the Contractor and owned by the State Data Center or CDSS. The inventory shall include, but is not limited to, the manufacturer and model number, serial number, version number, inventory tag number, purchase date, installation date, location, ownership and title transfer date.

4. The Contractor shall conduct a physical inventory of all CMIPS II equipment annually, unless otherwise approved by the State Project Manager.

5. The Contractor shall coordinate receipt of the State Data Center and County inventory reports and maintain a consolidated master inventory list of equipment.

6. The Contractor shall deliver an updated CMIPS II Hardware and Software Inventory annually. The updated CMIPS II Hardware and Software Inventory shall identify any lost or stolen equipment.

7. The Contractor shall make the CMIPS II Hardware and Software Inventory available for review upon request.

8. The Contractor shall reconcile inventory reports from the State Data Center and Counties for the Forms Architecture with CMIPS II Hardware and Software Inventory at least annually and shall work with the organization hosting the equipment to resolve any discrepancies.

9. The Contractor shall provide the State Data Center with an initial inventory list of equipment to be hosted and/or owned by the State Data Center prior to Coding and Documentation Review during the DDI phase.

    Bidder agrees to the above requirement(s)?   YES _____NO _____

EXHIBIT 6 SOW - 1, IEEE TAILORING FOR STATE TERMINOLOGY

Project Life Cycle

IEEE 12207-1996 Reference and Terminology	CMIPS SOW Reference and Terminology

IEEE 12207-1996 Reference and Terminology	CMIPS SOW Reference and Terminology
5.3.1 Devel Process Implementation	3.3 Initiation 4.1.1 System Development Planning
5.3.2 System Requirements Analysis	4.1.2 Sys Req Validation
5.3.3 System Architecture Design 5.3.4 Software Requirements Analysis 5.3.5 Software Architecture Design	4.1.4 General System Design 4.1.5 Architectural Design Specification
5.3.6 Software Detailed Design	4.1.6 Detailed System Design
5.3.7 Software coding and testing	4.1.7 Coding and Documentation 4.2.2 Software Unit Testing
5.3.8 Software Integration 5.3.9 Software Qualification testing	4.2.3 Integration Testing
5.3.10 System Integration 5.3.11 System Qualification testing	4.2.4 System Qualification Testing 4.2.4.1 Functional Testing 4.2.4.2 System Performance Testing 4.2.4.2.1 Online Performance Testing 4.2.4.2.2 Batch Performance Testing 4.2.4.2.3 System Stress Testing 4.2.4.3 User Acceptance Testing 4.2.5 Regression Testing
5.3.12 Software Installation 5.3.13 Software Acceptance Support	4.5 Statewide Implementation 4.5.6 Pilot Operation 4.5.10 Implementation Reviews
7.2 Infrastructure	4.5.4.1 Data Cleanup 4.5.4.2 Data Conversion 4.5.4.3 Site Preparation
7.4 Training	4.5.4.4 Training
5.4 Operations	4.4 System Operations Administration
5.5 Maintenance Process	4.3 System Maintenance

System Deliverables

SOW MILESTONE DUE	IEEE 12207.1 Terminology		SOW Deliverable Terminology
Contract Award	Concept of Operations	→	4.1.3 Concept of Operations
System Requirements Validation Review	System requirements specification*	→	3.1.4 System Software Functional Sizing Report
	*Note: SyRS is developed and maintained by the CMIPS Project Office.		4.1.2 (SyRS) Evaluation Report
	Software Requirements Description	→	4.1.2 Software Requirements Specification
General System Design Review	System Architecture Design (General) Software Requirements Analysis Software Architecture Design	→	4.1.4 General System Design (GSD)
General System Design Review	Software Interface Design Description	→	4.1.4 Interface Design Description (IDD)
	Database Design Description	→	4.1.4 Logical Database Design (LDD)
	System Architecture Design (Detailed)	→	4.1.5,5.7.1 Architecture Design Specification (ADS) 4.5.4.3 CDSS Site Specification 4.5.4.3 County Site Specification 4.5.4.3 Data Center Site Specification
Detailed System Design Review	Database Design Description	→	4.1.6,4.1.7 Database Design Description (DDD)
	Software Detailed Design System Architecture Design (Detailed)	→	4.1.6,4.1.7 Detailed System Design (DSD)
	Software development standards description	→	4.1.7 Software Engineering Standards
Coding and Documentation Review	User documentation description	→	4.1.7 User's Manual 4.1.7 System Administration Procedures 4.5.4.4.1,4. Training Materials 5.4.5

SOW MILESTONE DUE	IEEE 12207.1 Terminology	SOW Deliverable Terminology
	Test or Validation Results Report	4.2.2 Contractor Certification of Successful Unit Test Completion 4.2.2 Unit Test Results Packet 4.2.3 Integration Test Materials Packet
Integration Testing Review	User Support	4.1.7 Help Desk Procedures
	Test or Validation Results Report	4.2.3 Integration Test Results Packet 4.2.4.2.1 Online Performance Test Materials Packet 4.2.4.2.2 Batch Performance Test Results Packet 4.2.4.2.3 Stress Test Materials Packet 4.2.3 Integration Test/Functional Requirements Traceability Matrix
	Software Integration Evaluation Record	4.2.3 Contractor Certification of Successful Integration Test Completion
Functional Test Review	User documentation description	4.4.1 Operations Manual 4.5.4.4.4 Self-Paced User Training Solution 4.5.4.6 Public Outreach Materials 4.5.7.1 County Deployment Briefing
	Test or Validation Results Report	4.2.4.1 Functional Test Materials Packet 4.2.4.1 Functional Test Results Packet 4.2.4.1 Contractor Certification of Successful Functional Test Completion 4.2.4.2.1 Online Performance Test Results Packet 4.2.4.2.1 Contractor Certification of Successful Online Performance Test Completion 4.2.4.2.2 Batch Performance Test Materials Packet 4.2.4.2.2 Contractor Certification of Successful Batch Performance Test Completion 4.2.4.2.3 Stress Test Results Packet 4.2.4.2.3 Contractor Certification of Successful Stress Test Completion 4.2.4.1 Functional Test/Functional Requirements Traceability Matrix

SOW MILESTONE DUE	IEEE 12207.1 Terminology		SOW Deliverable Terminology	
User Acceptance Test Review	Operational Testing	→	4.2.4.3	User Acceptance Test Materials Packet
			4.2.4.3	User Acceptance Test Results Packet
			4.2.4.3	User Acceptance Test/Functional Requirements Traceability Matrix
			4.4.8	DRP exercise Results
Deployment Readiness Review	Software Installation	→	4.5.7.3	Site Readiness Reports
			4.5.8.1	CDSS Deployment Briefing
			4.5.8.3	CDSS Site Readiness Report
Pilot Operation Review	Operational Testing	→	4.5.6	Pilot Operations Review Report
Release Readiness Review	Software Installation	→	4.5.5	Release Installation Procedures
			3.2.6,4.2.6	FPCA Report
			4.2.6	CMIPS II Production Application
			4.2.6	CMIPS II Source Code
Post County Implementation Review			4.5.10	Post County Implementation Review Report
Post Statewide Implementation Review			4.5.10	Post Statewide Implementation Review Report